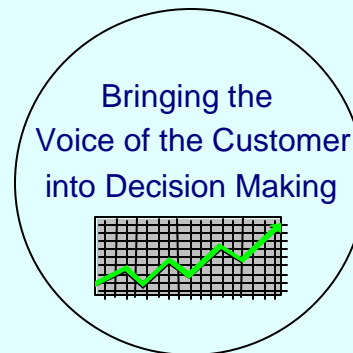


SURVEY OF VETERANS' SATISFACTION WITH THE VA VOCATIONAL REHABILITATION AND EMPLOYMENT PROGRAM

EVALUATION AND PLANNING PHASE

2000 Results

National Summary



Surveys and Research Staff
Data Management Office
Veterans Benefits Administration

February 2001

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Acknowledgements

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■ This information was collected and analyzed under the direction of the:

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<http://www.vba.va.gov/surveys/>

Executive Summary

- To measure veterans' satisfaction with the Vocational Rehabilitation and Employment (VR&E) program at both the national and VBA Service Delivery Network (SDN) level.
- To identify areas of the VR&E program which are most satisfying to veterans, areas of the VR&E program which are least satisfying to veterans, and areas of the VR&E program which are in greatest need of improvement.
- To determine where improvements to the VR&E program will have the greatest impact on veterans' satisfaction.
- To determine program variations that affect veterans' satisfaction.
- To create performance measures, including measures of customer service, through a strategic planning process, as required by the Government Performance and Results Act (GPRA) passed and signed into law in August of 1993.
- To establish an explicit goal for the quality of service that is "equal to the best in business" as described in Executive Order 12862, Setting Customer Service Standards, issued in September 1993. This order was aimed at "ensuring that the Federal Government provides the highest quality of service possible to the American people."

Survey Objectives (continued)

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- To provide data for the purpose of monitoring VBA's performance against its customer service standards and driving Service Delivery Network (SDN) and regional office improvements in customer service.
- To provide much-needed customer measures for evaluating VR&E's ongoing business process reengineering (BPR), case management, and related initiatives. Information from this survey will also be used to populate VR&E's balanced scorecard.

- As part of this project, VBA's Surveys and Research Staff held a series of focus groups with veterans and front-line employees to gather information relevant to customer satisfaction issues.
- From the focus group data, three surveys were developed to assess customer satisfaction at three phases of the program: evaluation and planning, training and education (rehabilitation services), and employment services.
- The original VR&E surveys, designed by the VBA, were pretested from June to August 1999. Pretest reports for the three phases of the program were developed to summarize the pretest findings, to examine the skip patterns, and to analyze the verbatim responses.
- Using the information provided in the pretest reports, the VBA Surveys and Research Staff and Caliber Associates modified the three questionnaires, which were used during the first full administration in 1999. Results from the 1999 administration were provided in a national report and reports for each SDN in March of 2000.
- This report presents data on the second full administration of the VR&E surveys. Prior to gathering data for this administration, the surveys were slightly modified by VBA Surveys and Research Staff and Caliber Associates. Changes to the 2000 Evaluation and Planning questionnaire include the following: Vocational Rehabilitation and Counseling was changed to Vocational Rehabilitation and Employment throughout the survey; Question 36 changed from a yes/no question (Did the VA inform you of other resources or programs which might be available to you?) to a multiple response question (When you were found NOT ENTITLED, which (if any) of the following resources or programs did VA inform you of?); and a new skip pattern was added following Question 39. The final Evaluation and Planning questionnaire and mailing materials appear in Appendix A.
- Data for this report were collected during October 2000, November 2000, and December 2000 by Caliber Associates. The Office of Management and Budget approval was obtained for each survey by the Veterans Benefits Administration. The date on the reports is November 2000, which reflects the midpoint of the data collection period.

- A random sample of approximately 6,065 veterans, distributed across nine VBA Service Delivery Networks (SDN), were sent the Evaluation and Planning questionnaire. A Spanish language version of the survey was provided to veterans residing in Puerto Rico.
- The sample of respondents who received the Evaluation and Planning questionnaire were either in the application phase, evaluation and planning phase, or in the beginning stages of their rehabilitation phase of their program (within past four months). This included those who interrupted or discontinued the program at any time between the period the sample was drawn and data collection was complete. A total of 22,954 persons were in the phase when the sample was drawn.
- Veterans who were selected into both the 1999 sample and the 2000 sample, and were listed in the same phase for both years, were removed from the 2000 sample. However, veterans who were selected into both the 1999 sample and the 2000 sample, but had moved to another phase from 1999 to 2000 were included in the sample, since they would receive a different questionnaire in the 2000 administration.
- A total of 6,065 questionnaires were sent to the nine Service Delivery Networks. The sample was drawn proportionate to the number of cases within each Regional Office. The sample was not designed to yield data for any one regional office, only for the nine SDNs, which comprise the national total.
- A total of 3211 respondents completed the **Evaluation and Planning** questionnaire for a response rate of 54.7 percent.
- A more detailed discussion of the survey methodology appears in Appendix B.

■ **Demographics:**

- Most respondents were male (81.2 percent), averaging 42 years of age.

■ **Applying for Benefits:**

- The most common methods by which respondents first learned of the program were pre-discharge briefings (35.0 percent) and letter from VA awarding Service-Connected Disability (18.7 percent).
- The most common reported length of time between program application and receipt of notification about setting up an appointment with an individual counselor was 4 weeks. Just over 68 percent (68.1 percent) of respondents reported the length of time was very or somewhat reasonable.

■ **Evaluation and Testing:**

- 46.3 percent of respondents indicated a VA staff counselor and 43.0 percent of respondents indicated a counselor under contract with the VA was their primary counselor during the initial evaluation.
- 62.3 percent of respondents indicated the initial evaluation either completely or mostly matched their particular skills and abilities.
- 74.0 percent of respondents indicated that they were very or somewhat satisfied with the way the vocational rehabilitation evaluation process was handled.

■ Developing a Plan

- 62.4 percent of respondents indicated a VA staff counselor and 29.0 percent of respondents indicated a counselor under contract with the VA was their primary counselor during the planning phase of their program.
- 78.3 percent of respondents indicated the time scheduled for developing the plan and 69.6 percent indicated the location where the plan was developed was either very or somewhat convenient.
- 82.3 percent of respondents indicated that they were very or somewhat satisfied with the way the vocational rehabilitation plan of services was developed.

■ Access to the Program

- 68.5 percent of respondents indicated it was very or somewhat easy to obtain information from the program.

■ Current Status in the Program

- 72.9 percent of respondents were currently pursuing the program. Voluntarily, 6.4 percent withdrew from the program and 10.8 percent interrupted their program. At the request of the VA, 4.8 percent withdrew from the program and 5.1 percent interrupted their program.

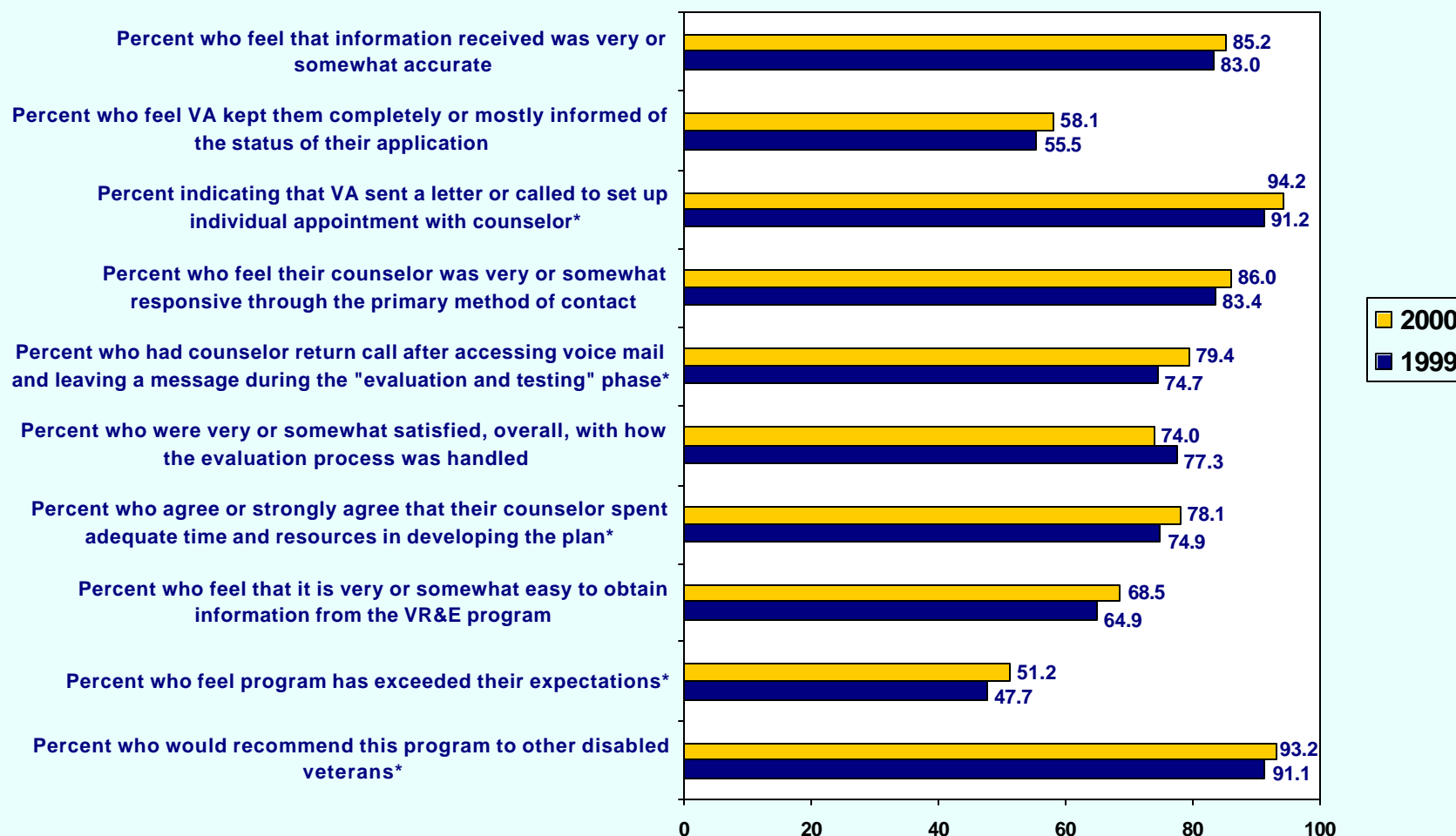
■ Overall Program Impressions:

- 46.8 percent of respondents reported the overall program was either much better or better than they expected.
- 47.6 percent of respondents indicated their educational goals were raised and 57.8 percent indicated that their educational goals were more realistic as a result of the program.
- 49.1 percent of respondents indicated their career goals were raised and 57.3 percent indicated that their career goals were more realistic as a result of the program.
- 82.5 percent of respondents would recommend this program to other disabled veterans.

Significant Results in Trend Analysis: 2000 vs. 1999

11

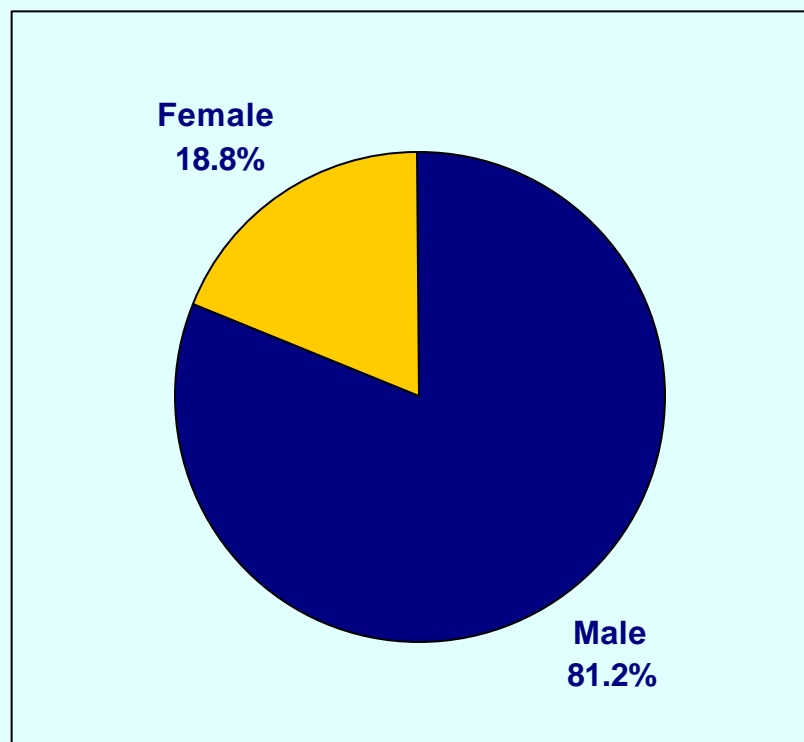
The items shown here reflect true differences in performance over time. If an item does not appear, then performance did not significantly change between the years.



NOTE: * Excludes responses of "Don't know," "Not applicable," and "Never tried"

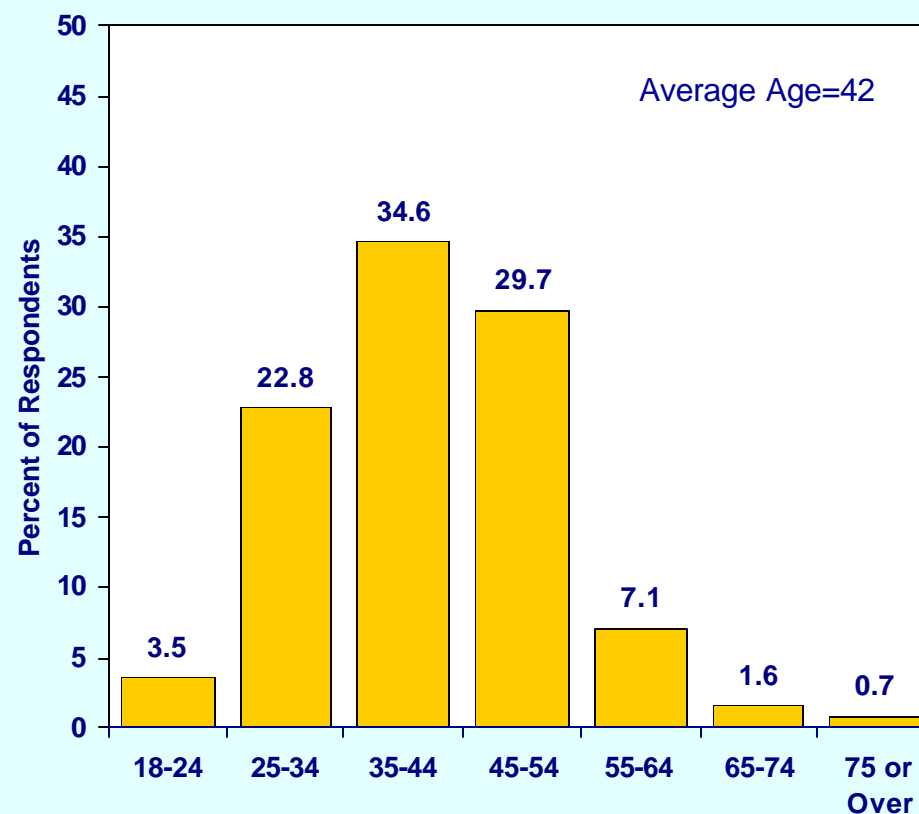
Respondent Characteristics

Gender Distribution



Valid n=3211

Age Distribution (in years)

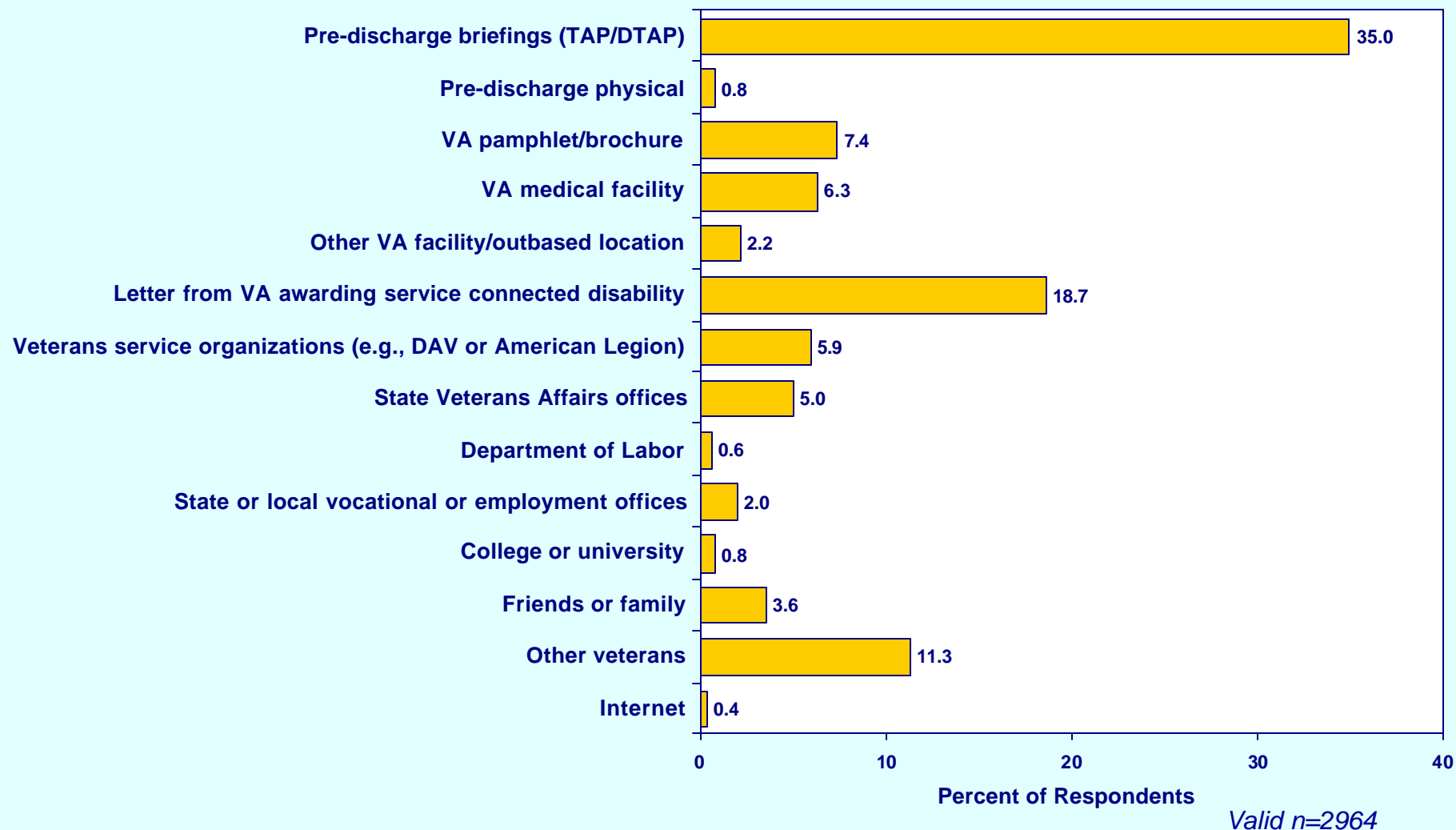


Valid n=3211

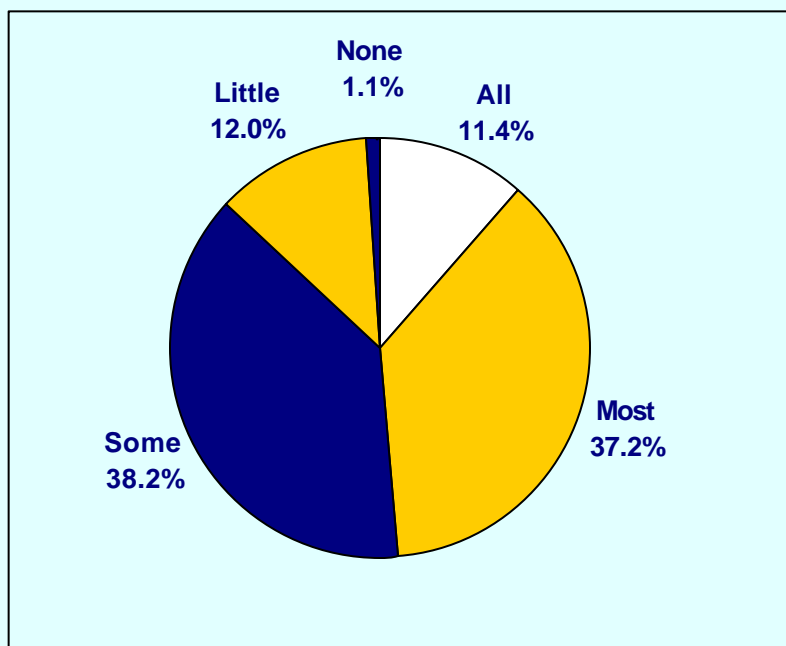
Survey Findings: Applying for VR&E Benefits

Question 1:

How did you **FIRST** learn about VA's Vocational Rehabilitation and Employment (VR&E) program?

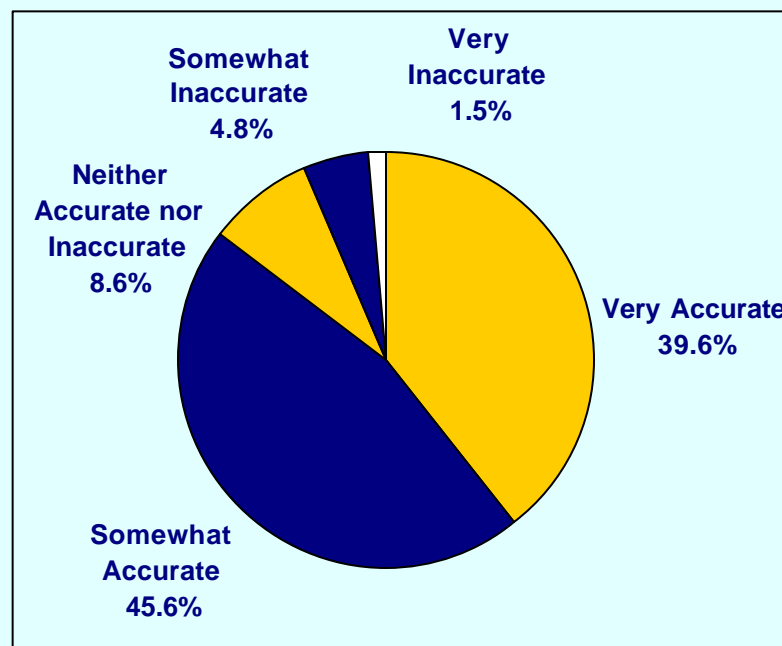


Question 2:
Looking back, how much of what you
NEEDED TO KNOW did you get from
this source?



Valid n=3014

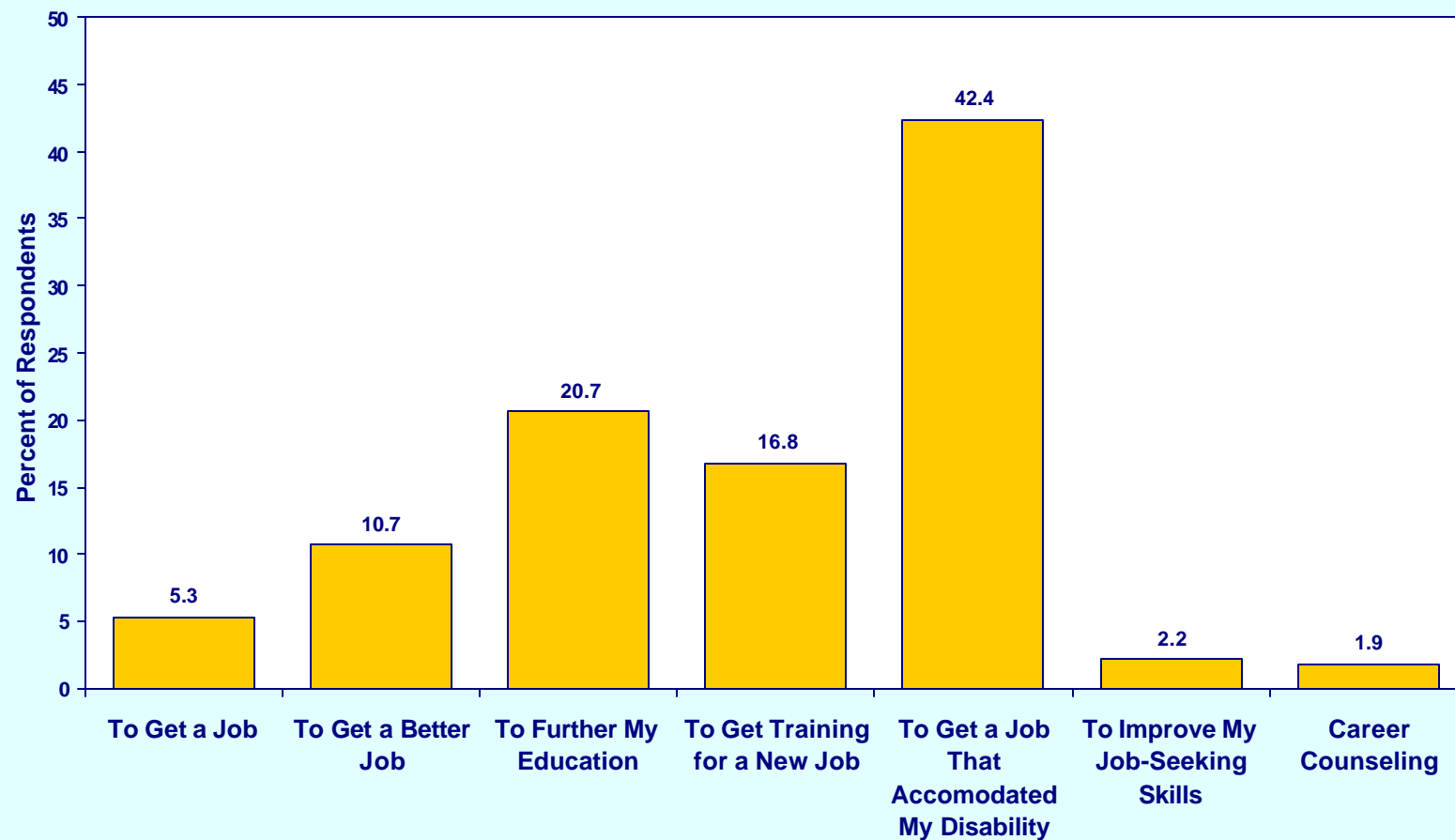
Question 3:
How accurate was the information you
received?



Valid n=3002

Question 4:

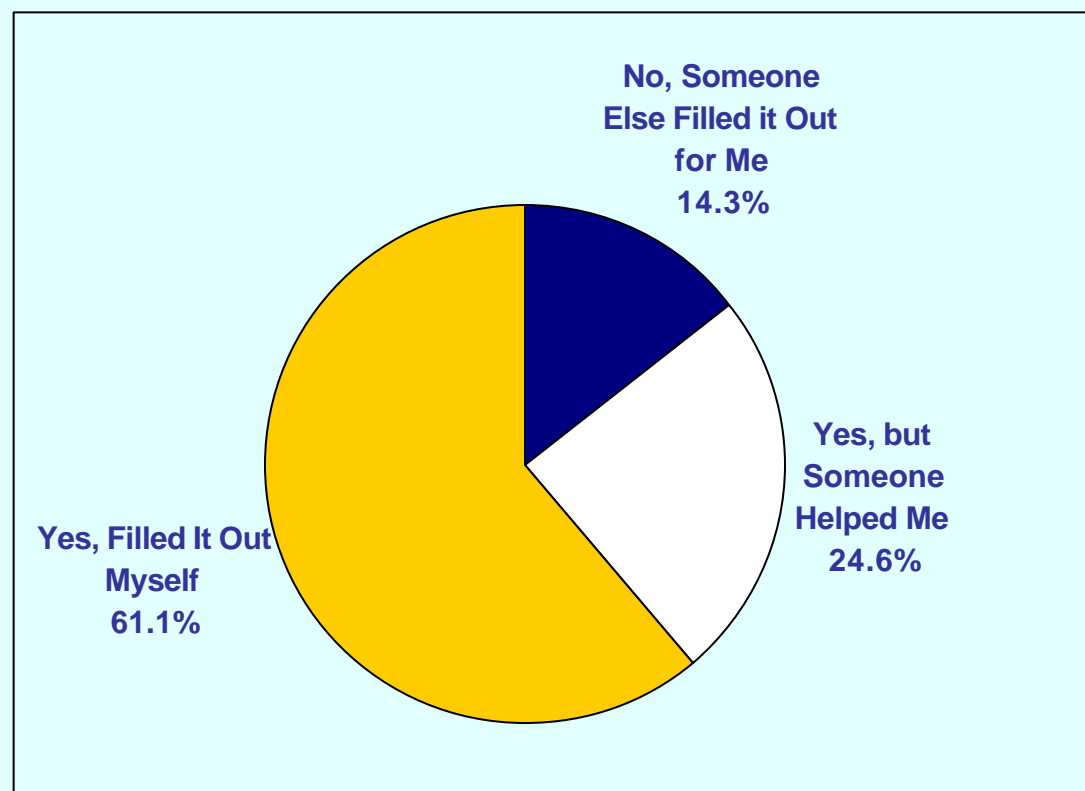
What is the MOST IMPORTANT reason you applied for the VR&E program?



Valid n=2968

Question 5:

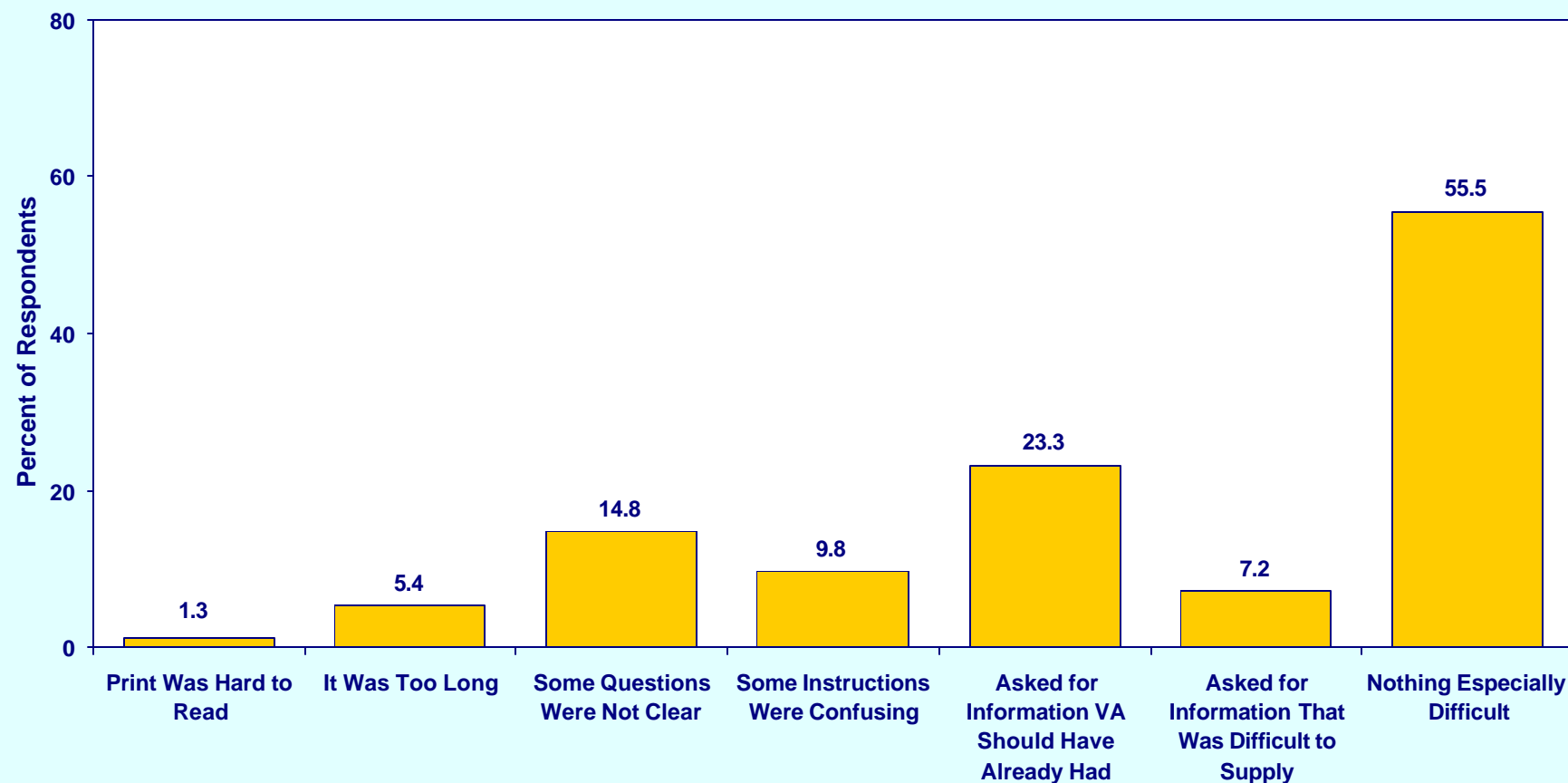
Did you fill out the VR&E (Chapter 31) application form yourself?



Valid n=2978

Question 6:

What, if anything, did you find to be difficult about the application form?

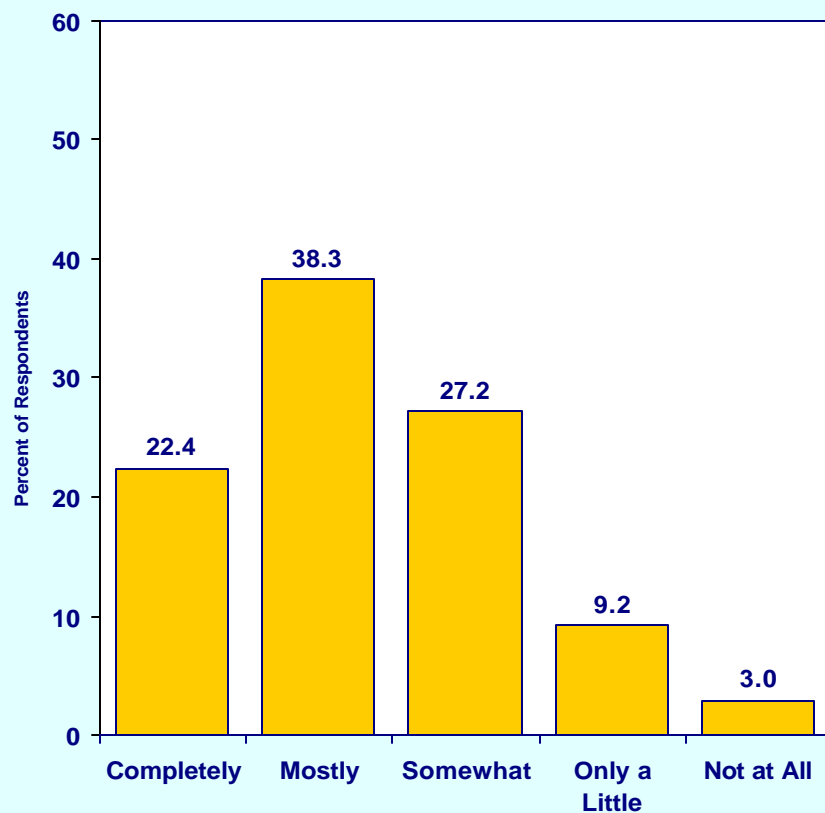


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=2514

Question 7:

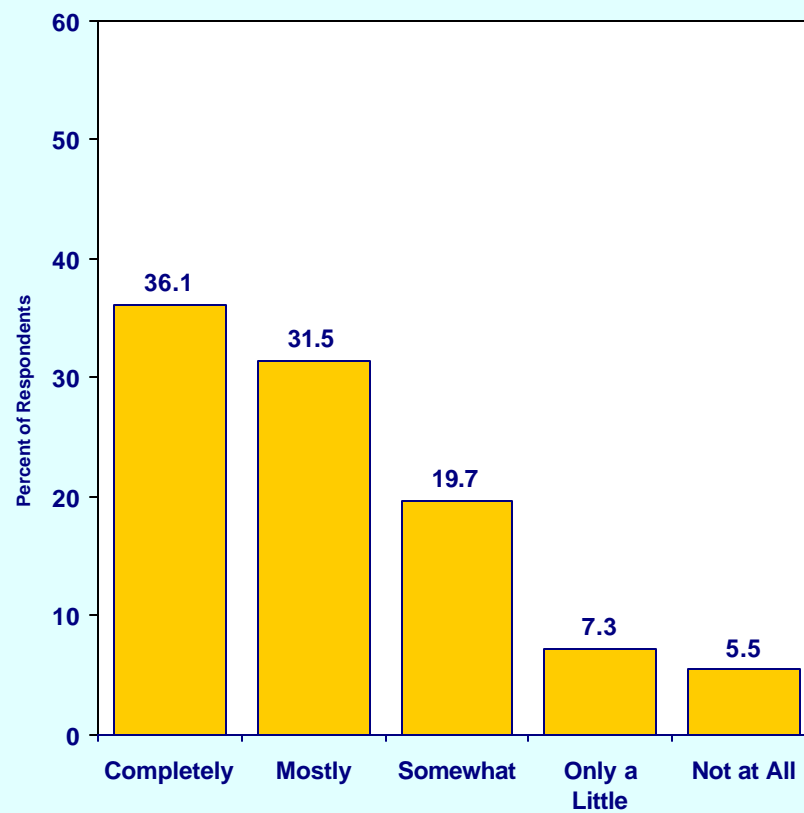
When you submitted your application, how completely did you understand the eligibility requirements for the program?



Valid n=2972

Question 8:

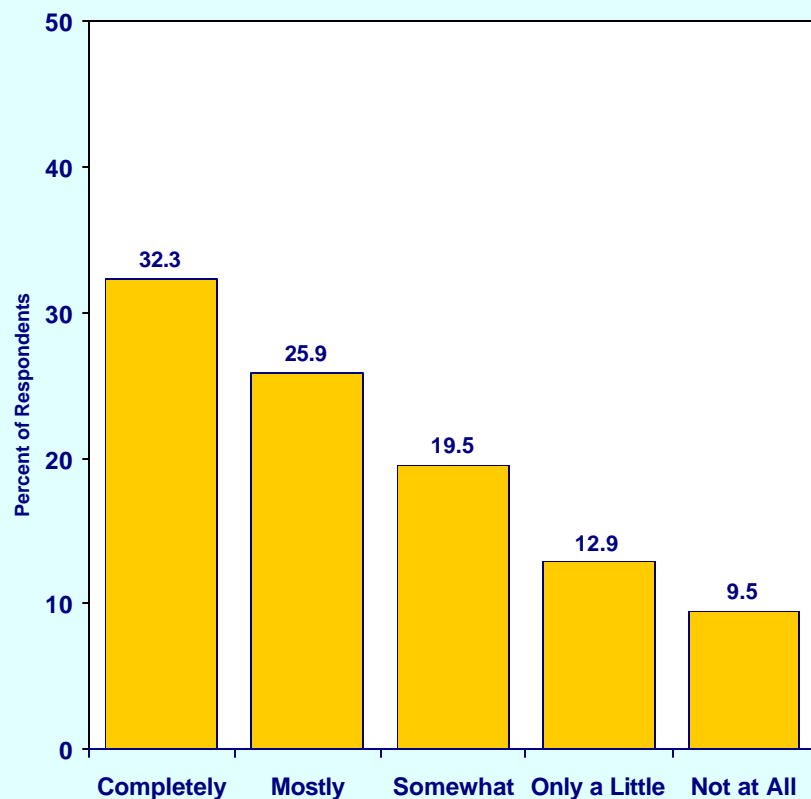
When you submitted your application, how completely did VA explain the steps necessary to qualify for the VR&E program?



Valid n=2997

Question 9:

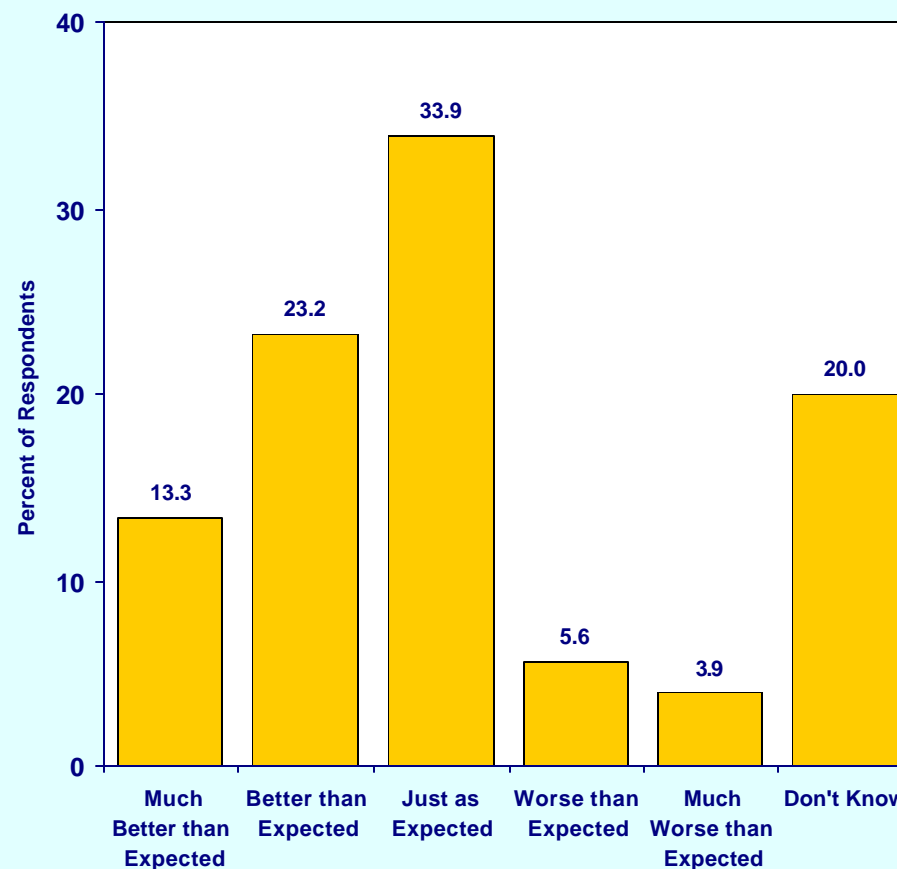
How completely did VA keep you informed of the status of your application?



Valid n=2997

Question 10:

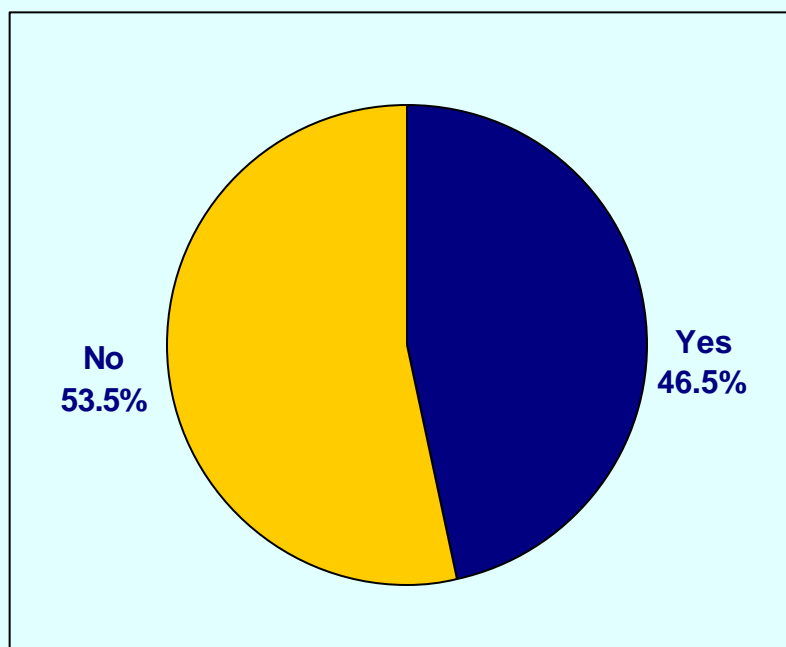
How well was the VR&E staff able to obtain information about your military service, medical records, or disability rating from other parts of VA or the military?



Valid n=2988

Question 11:

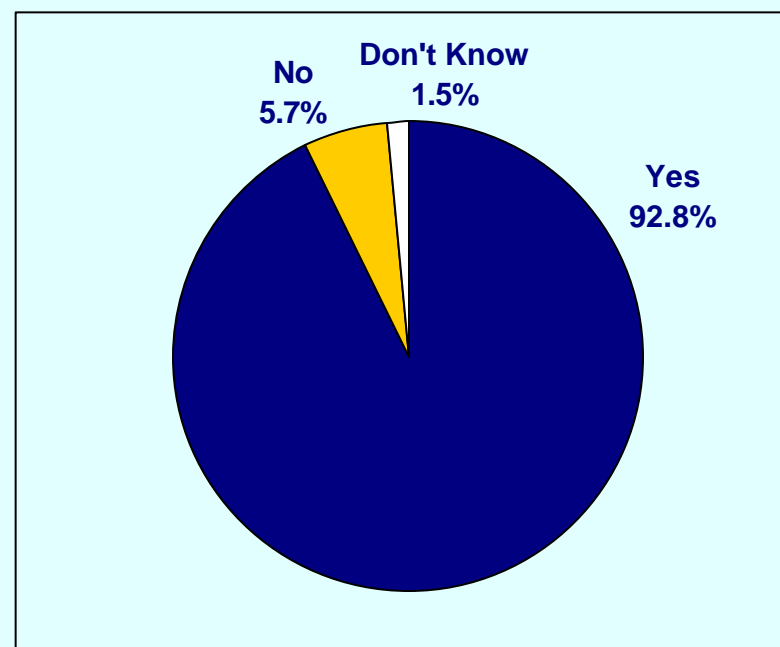
After you applied, did you attend a group orientation meeting with Vocational Rehabilitation and Employment staff?



Valid n=2987

Question 12:

Did VA send a letter or call you to set up an individual appointment with a counselor?

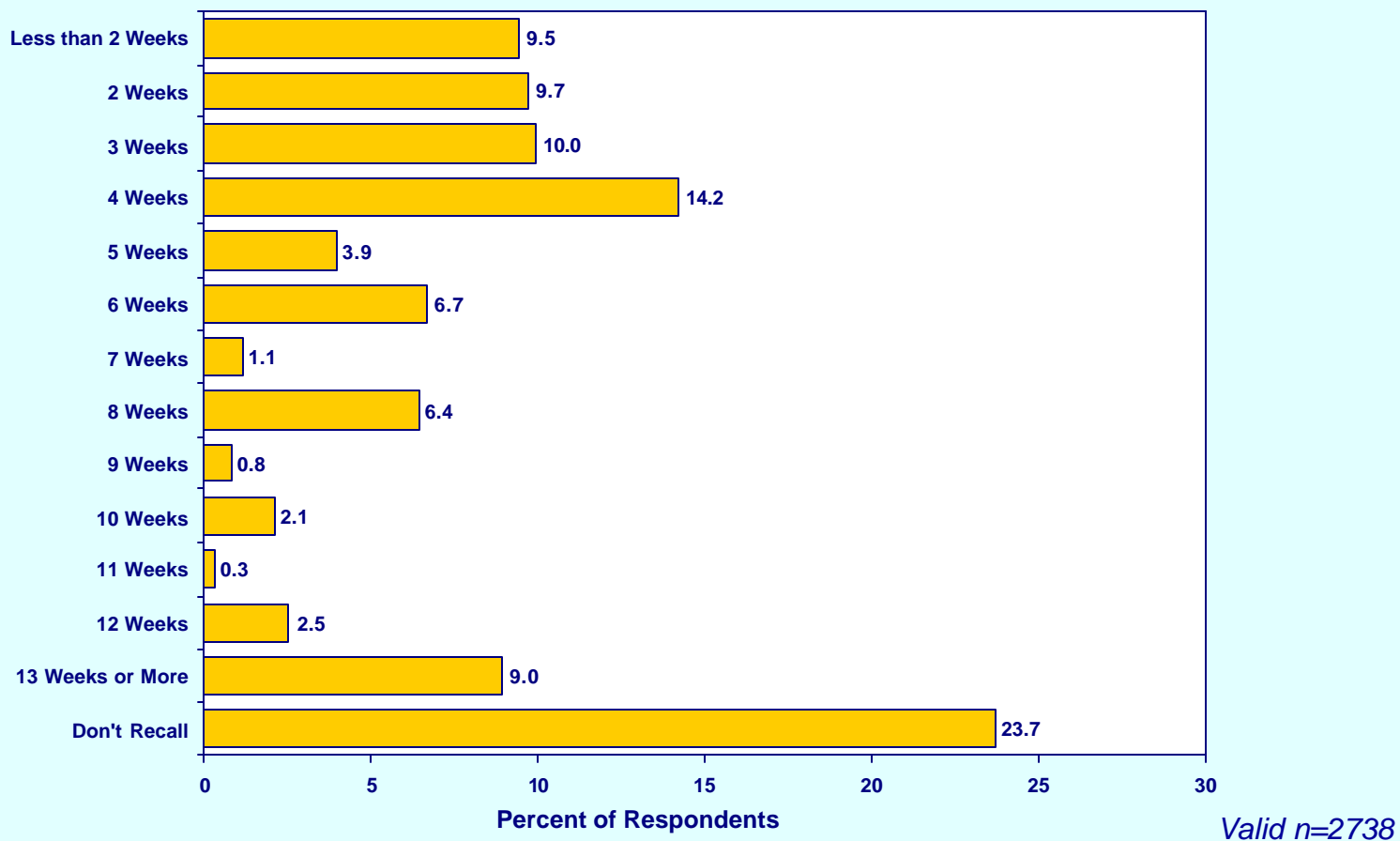


Valid n=2986

Question 13:

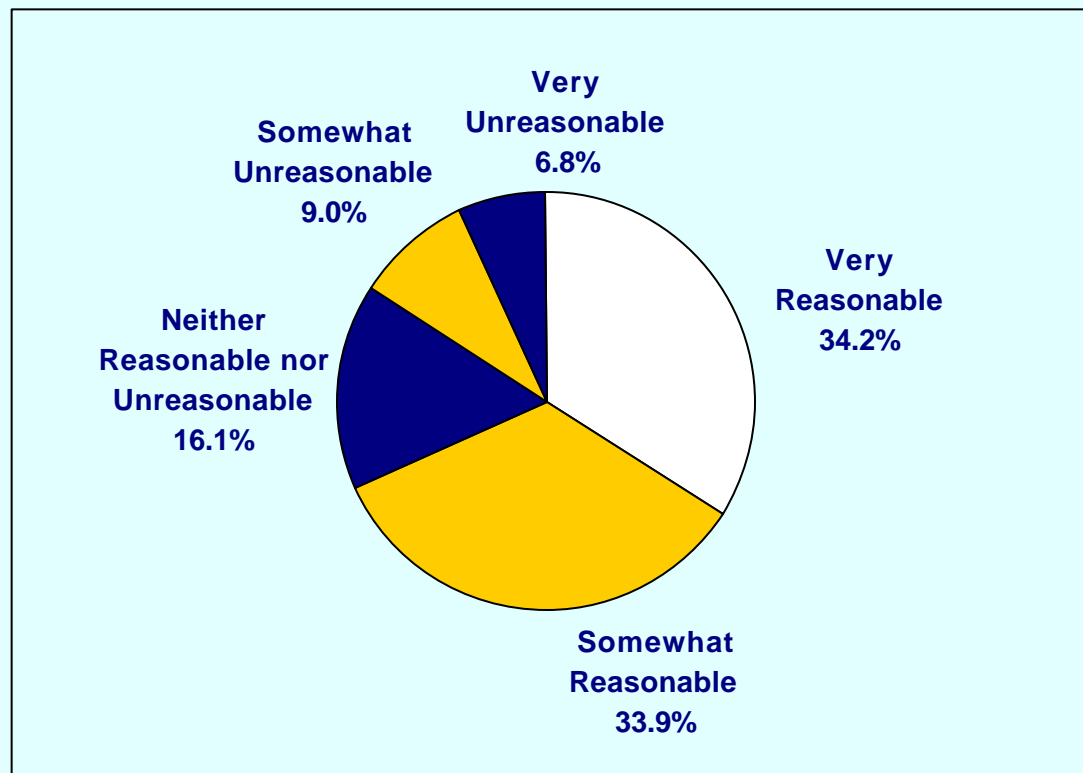
How long did it take from the time you applied to the time you were notified about this individual appointment?

Average Number of Weeks=5.4



Question 14:

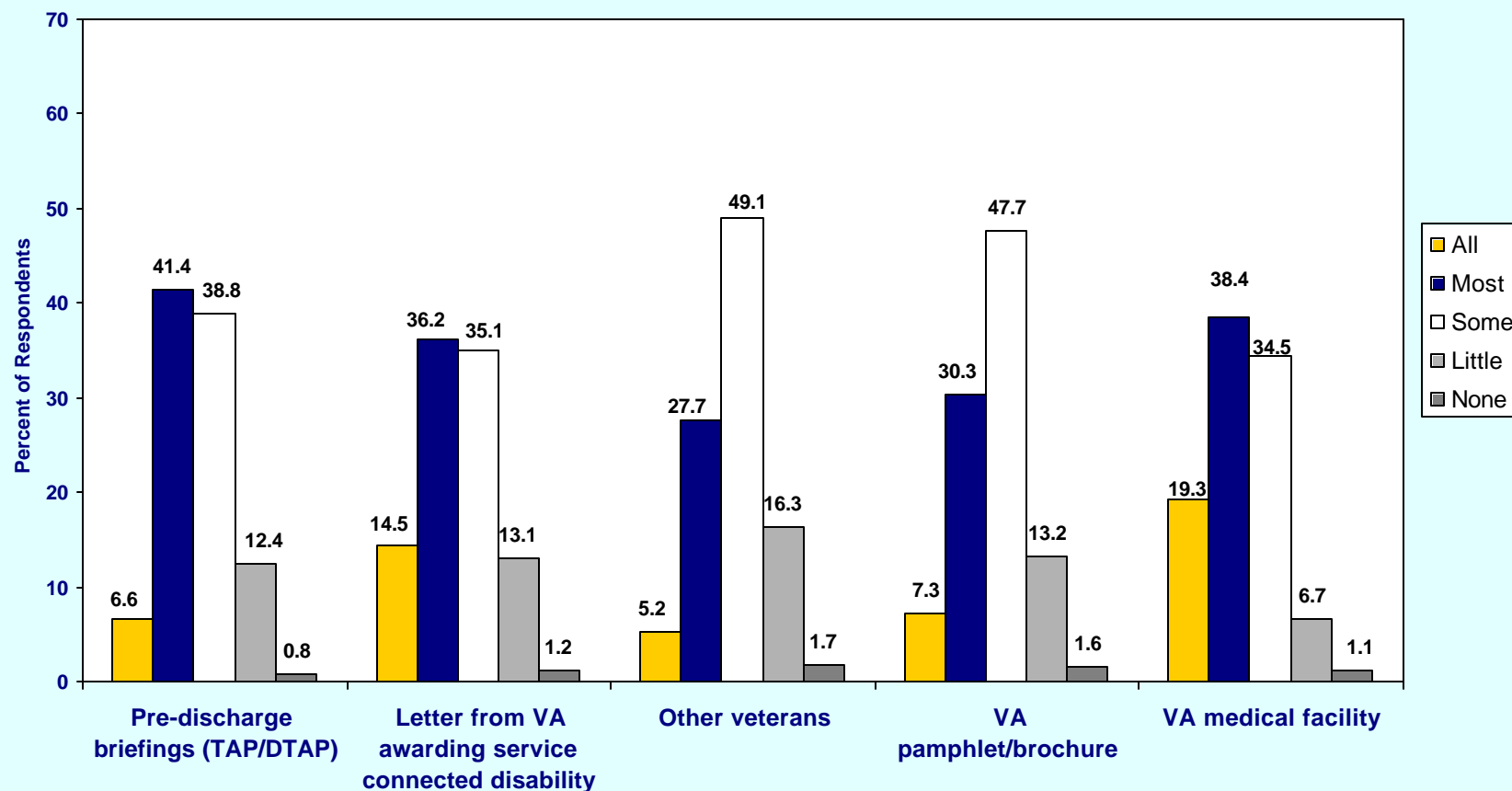
How **REASONABLE** was the length of time it took VA to notify you about this individual appointment?



Valid n=2747

Question 1 by Question 2:

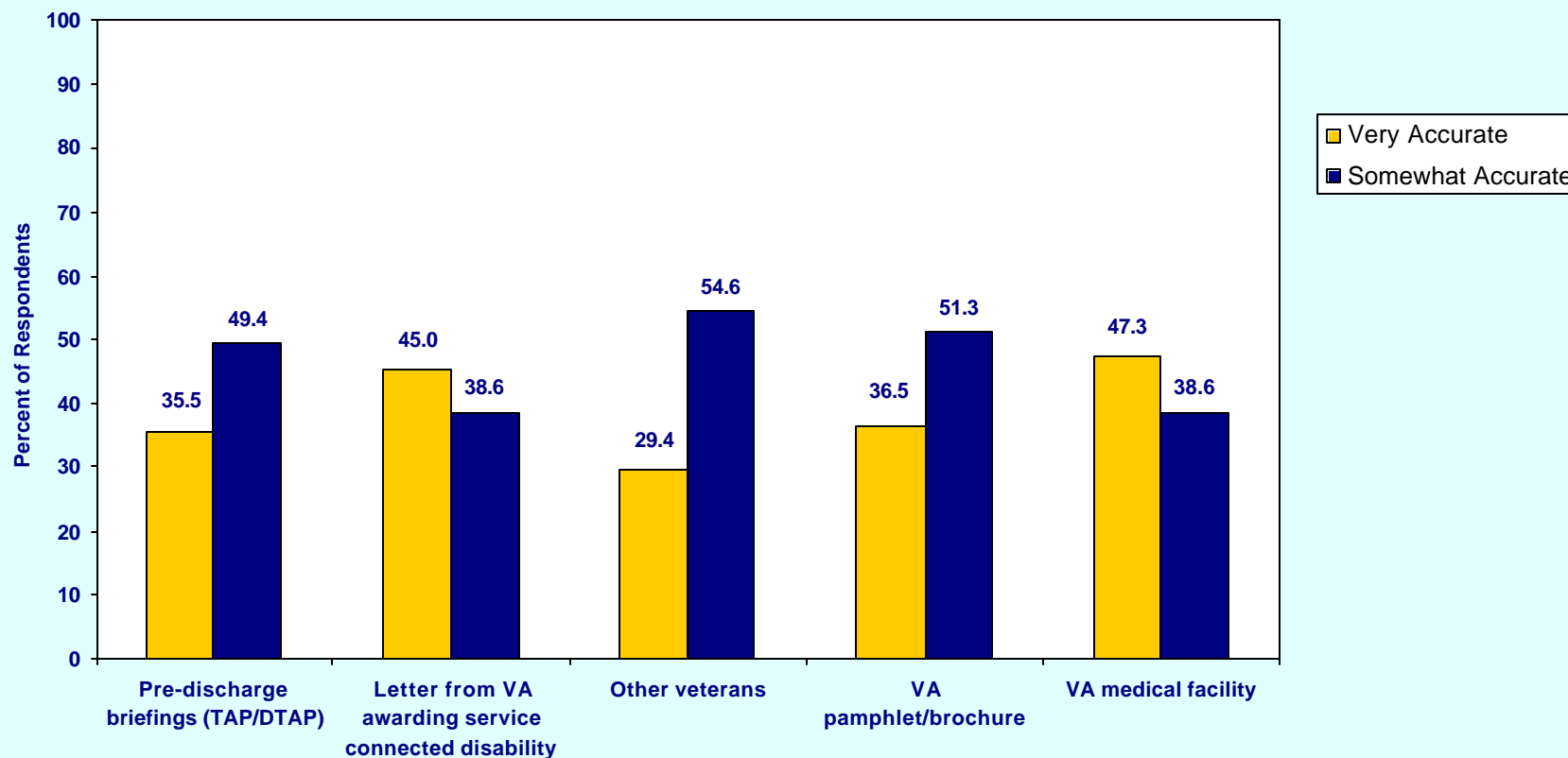
Amount of needed information obtained by source of information.



Note: The chart presents data on the 5 most frequently reported sources of information.

Valid n=2962

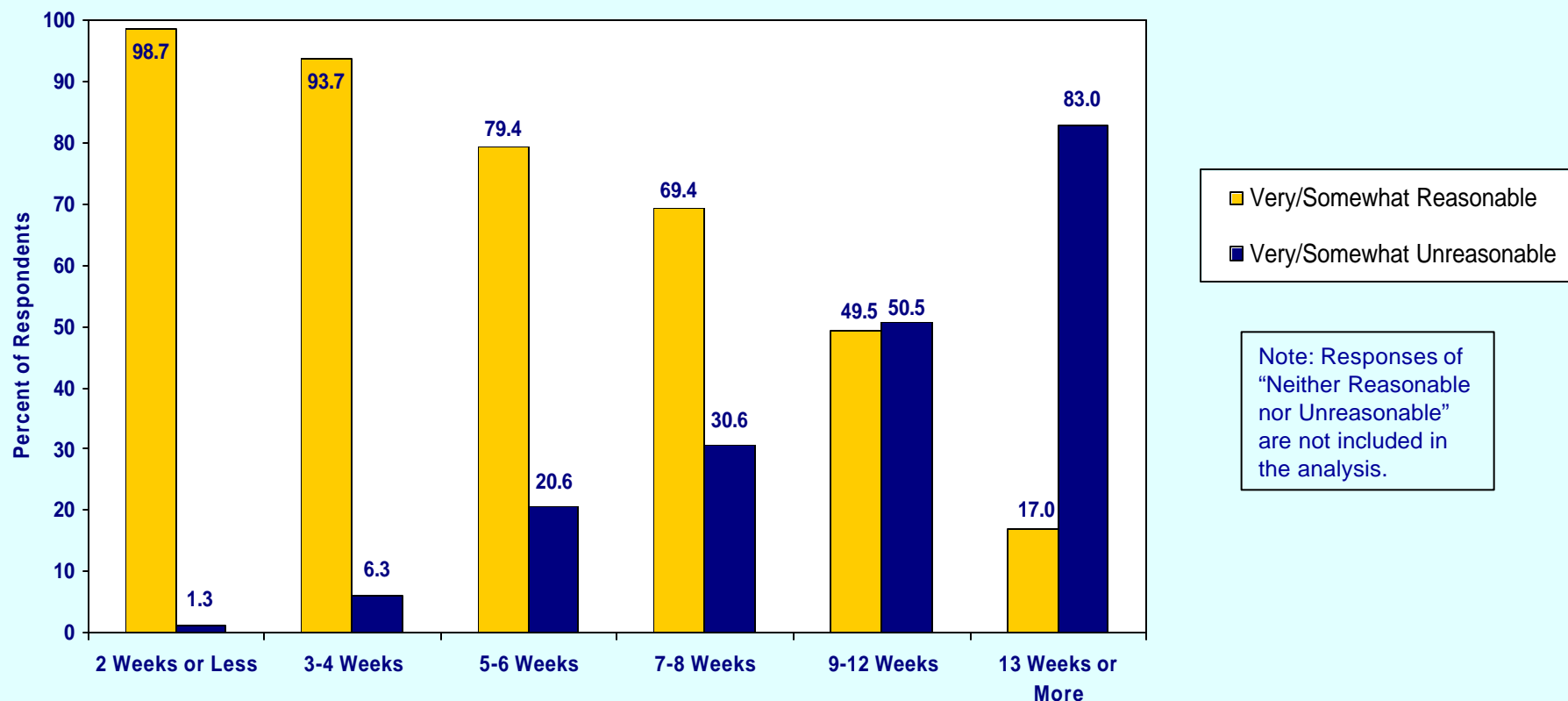
Question 1 by Question 3: Accuracy of information received by source of information.



Note: The chart presents data on the 5 most frequently reported sources of information.

Valid n=2951

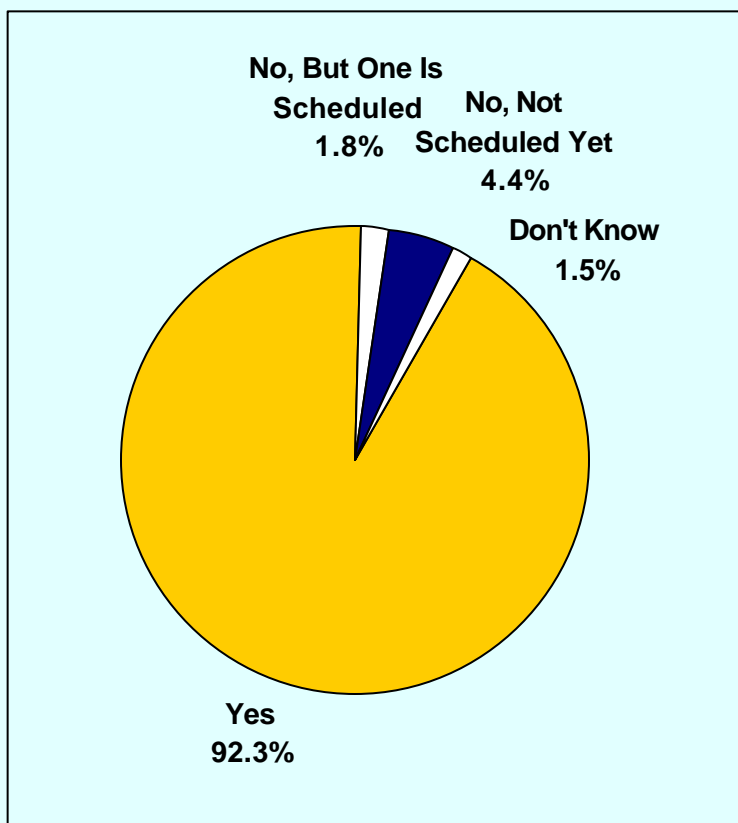
Question 13 by Question 14:
Reasonableness of the wait for an appointment by the length of time waited.



Valid n=1809

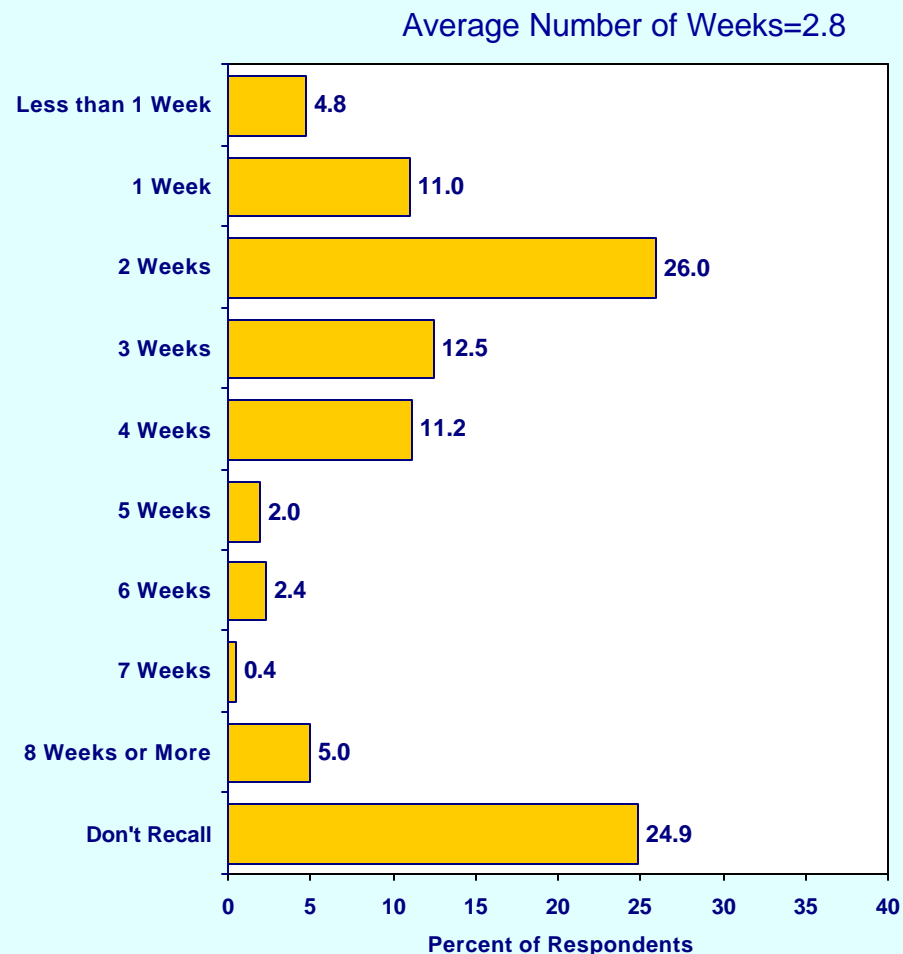
Survey Findings: Evaluation and Testing

Question 15: Have you had your first individual meeting with a counselor to evaluate whether you are entitled to VR&E services?



Valid n=2979

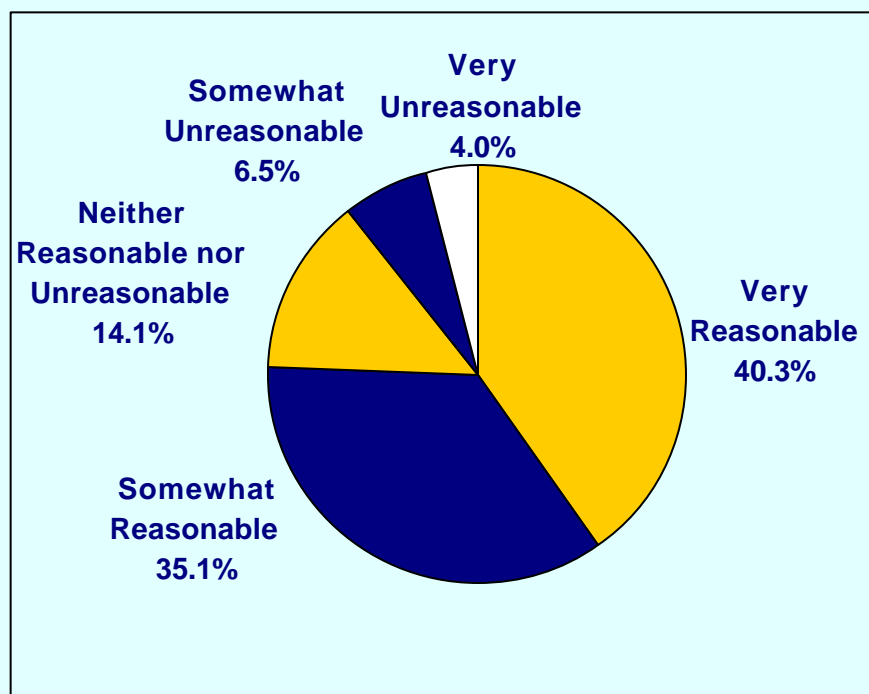
Question 16: How long did it take from the time VA NOTIFIED you about the appointment until you had your initial MEETING?



Valid n=2733

Question 17:

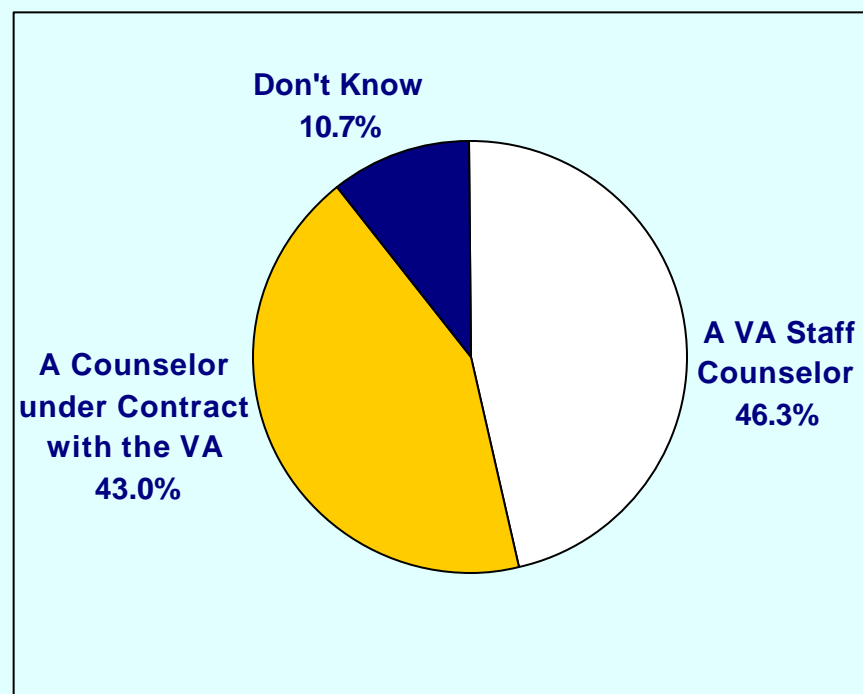
How **REASONABLE** was the length of time it took to have this initial meeting once VA notified you about the appointment?



Valid n=2726

Question 18:

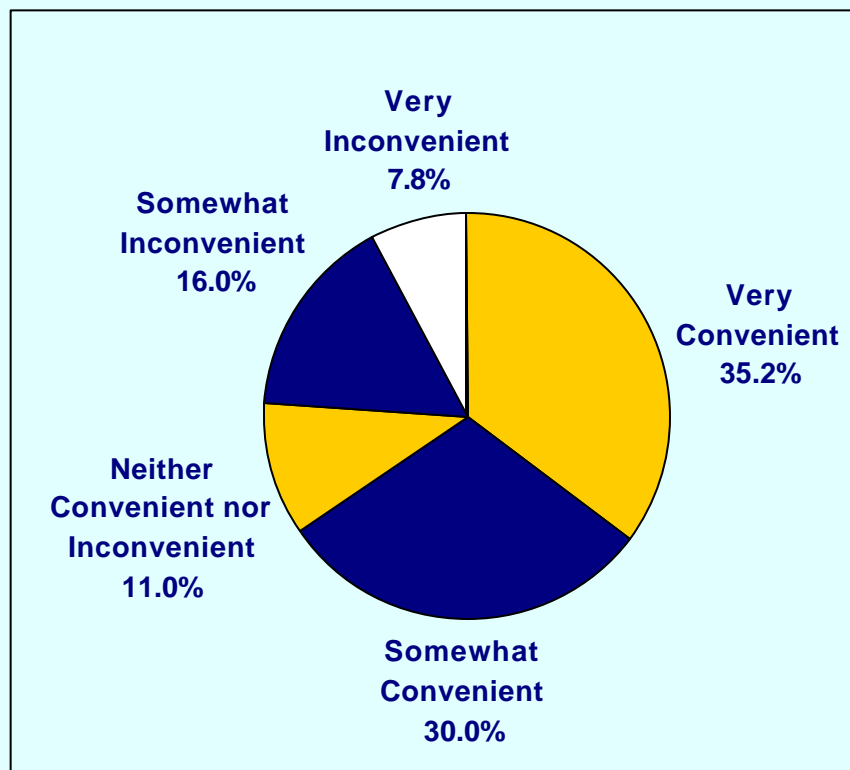
Who was your primary counselor during the initial evaluation?



Valid n=2741

Question 19:

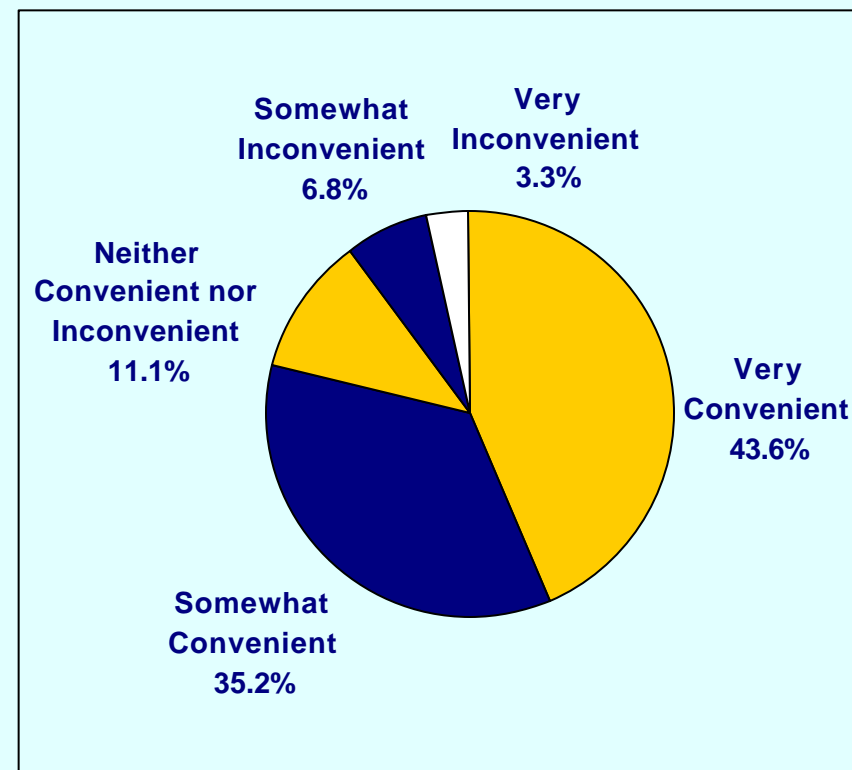
In general, how convenient was the **LOCATION** of this evaluation?



Valid n=2750

Question 20:

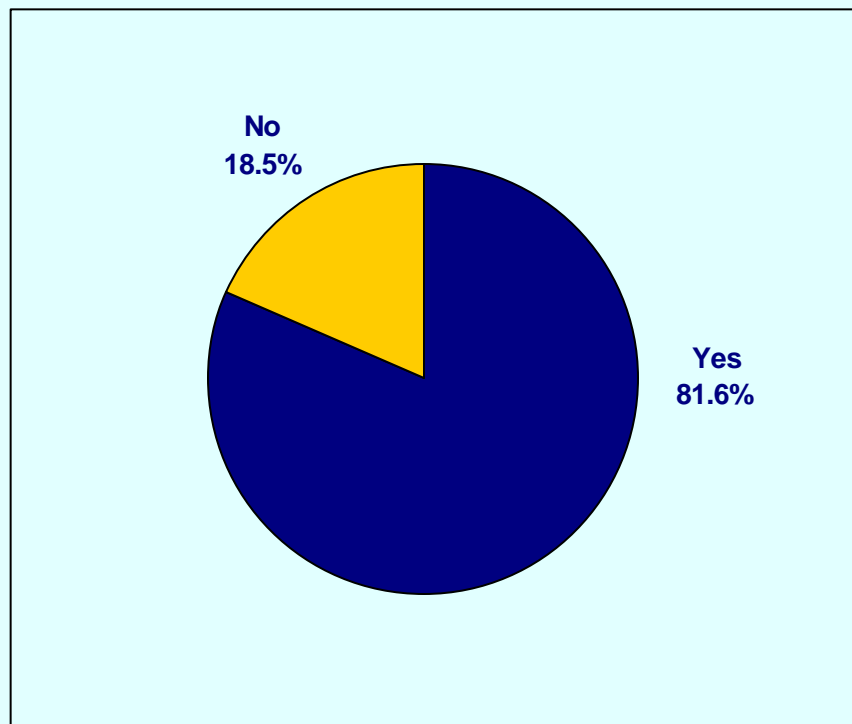
In general, how convenient was the **TIME** scheduled for this evaluation?



Valid n=2751

Question 21:

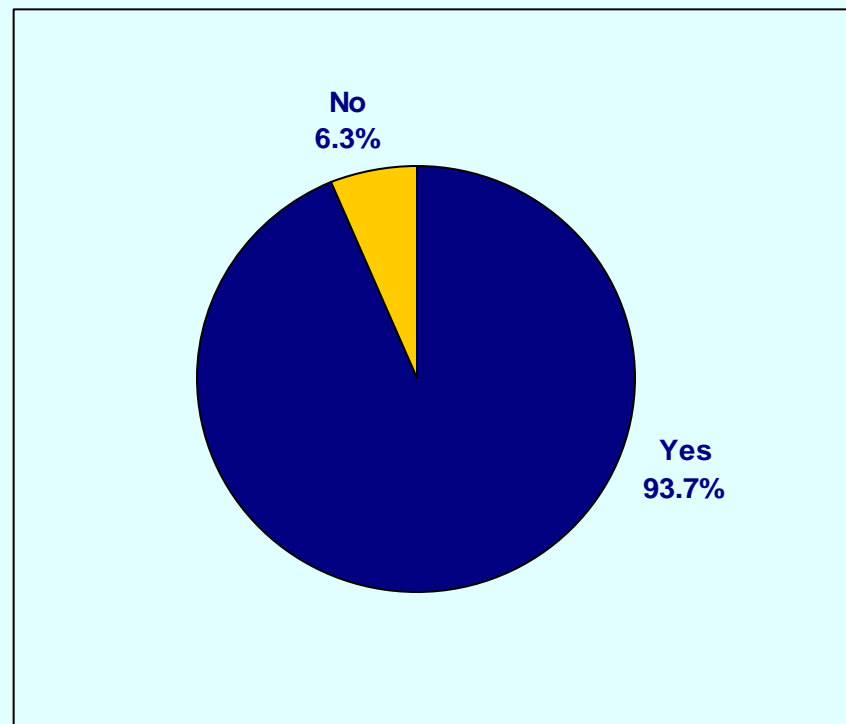
Did you take any tests as part of your evaluation?



Valid n=2752

Question 22:

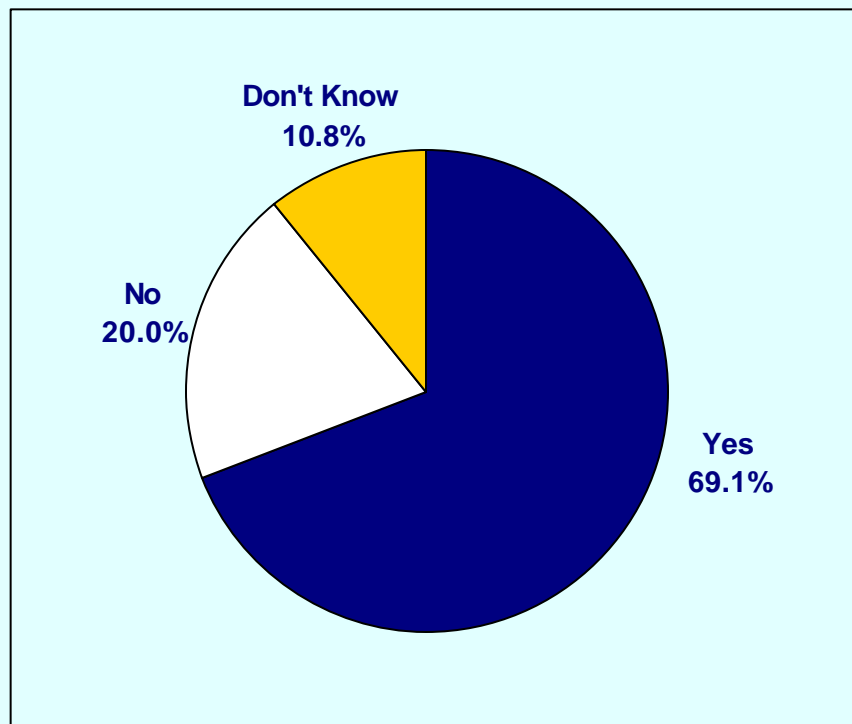
Did the counselor explain the purpose of these tests?



Valid n=2205

Question 23:

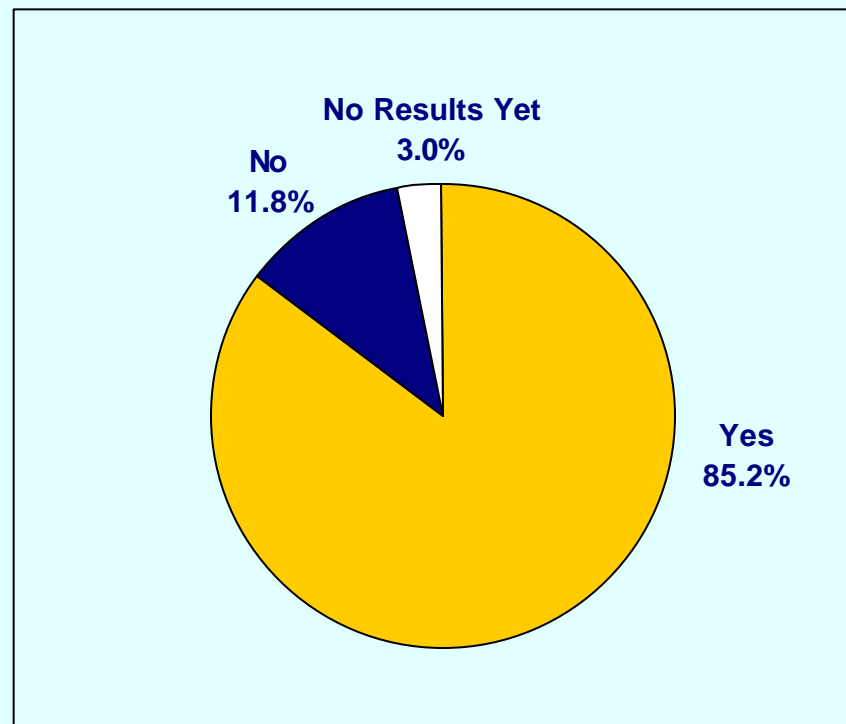
Did the tests seem appropriate to you for your evaluation?



Valid n=2205

Question 24:

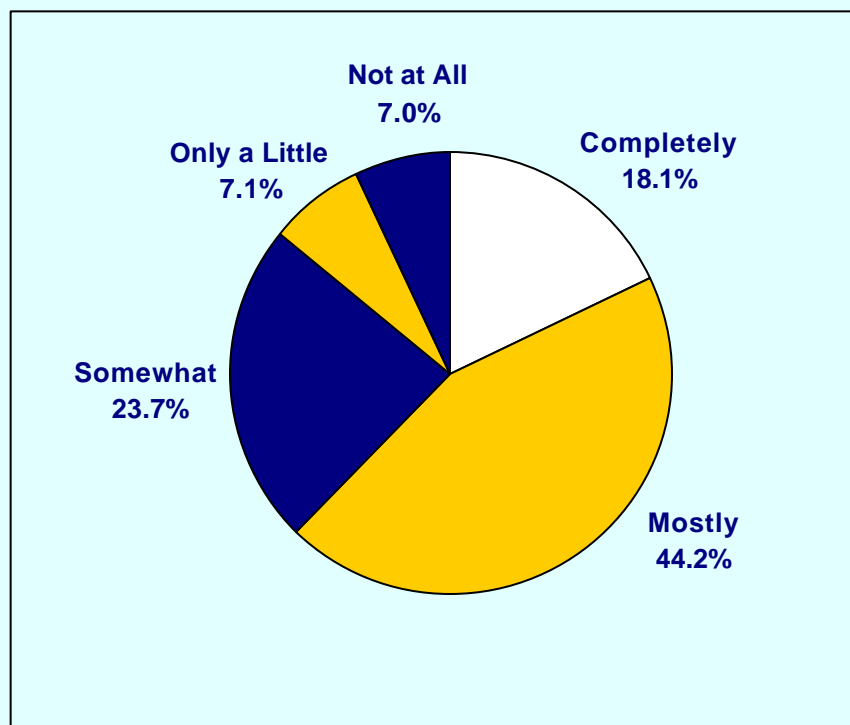
Did the counselor explain the test results in a way you could understand?



Valid n=2203

Question 25:

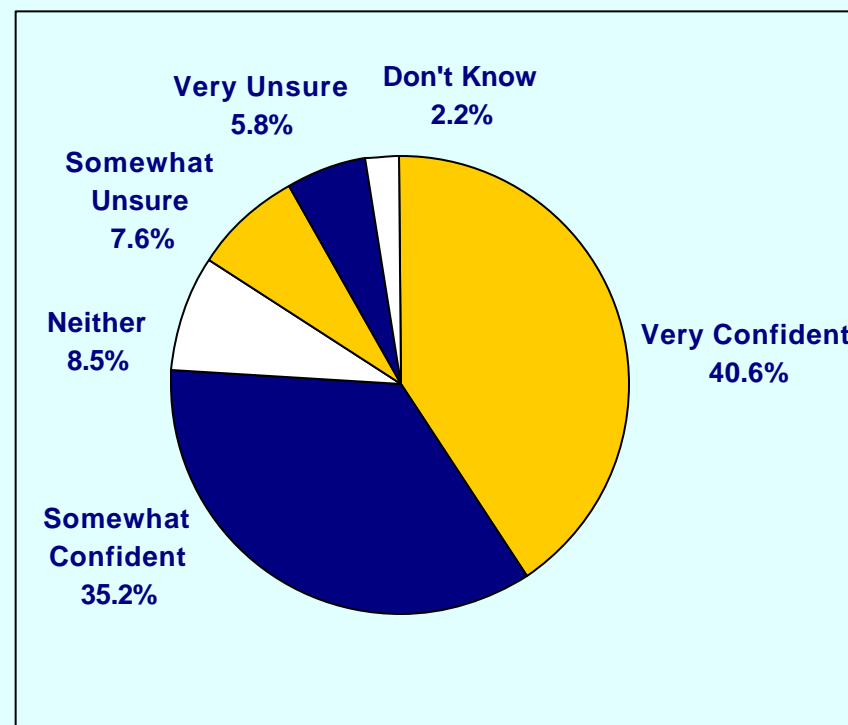
How completely did the results of the initial evaluation match your particular skills and abilities?



Valid n=2617

Question 26:

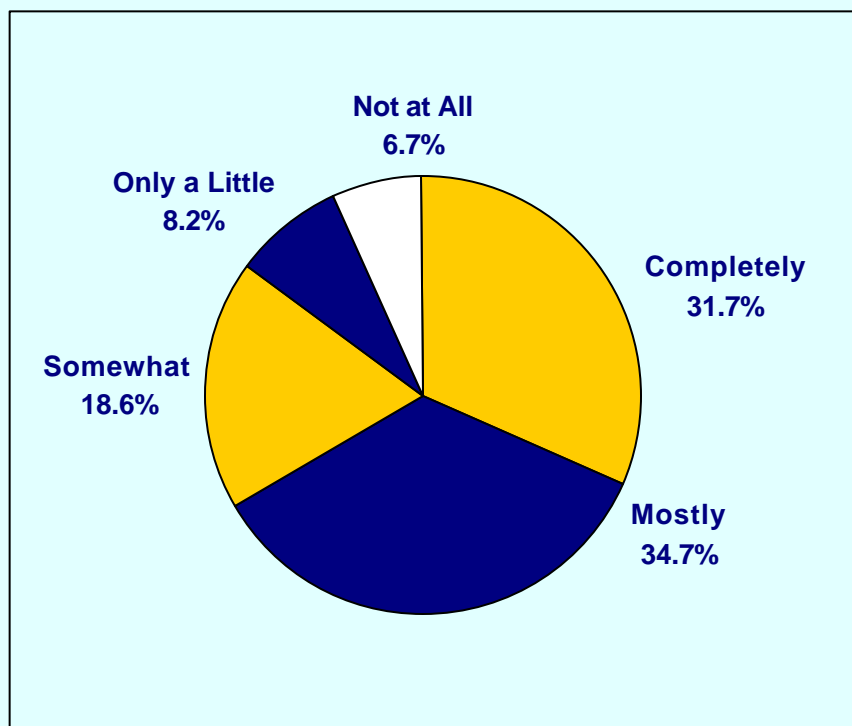
During the evaluation, how confident or sure were you that your counselor gave you good information and advice?



Valid n=2746

Question 27:

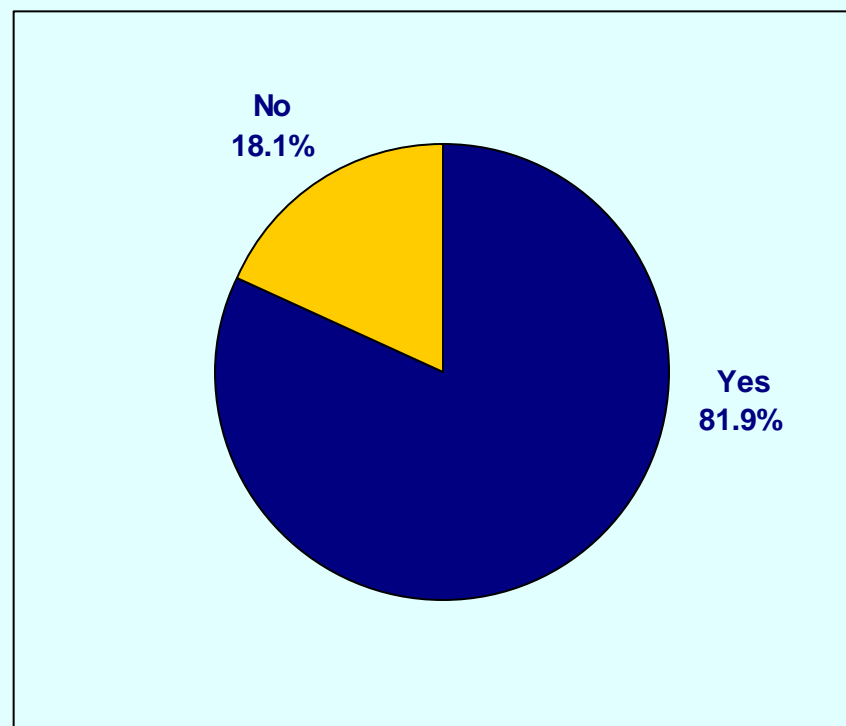
During the evaluation, how well did you feel your counselor understood your feelings and concerns?



Valid n=2756

Question 28:

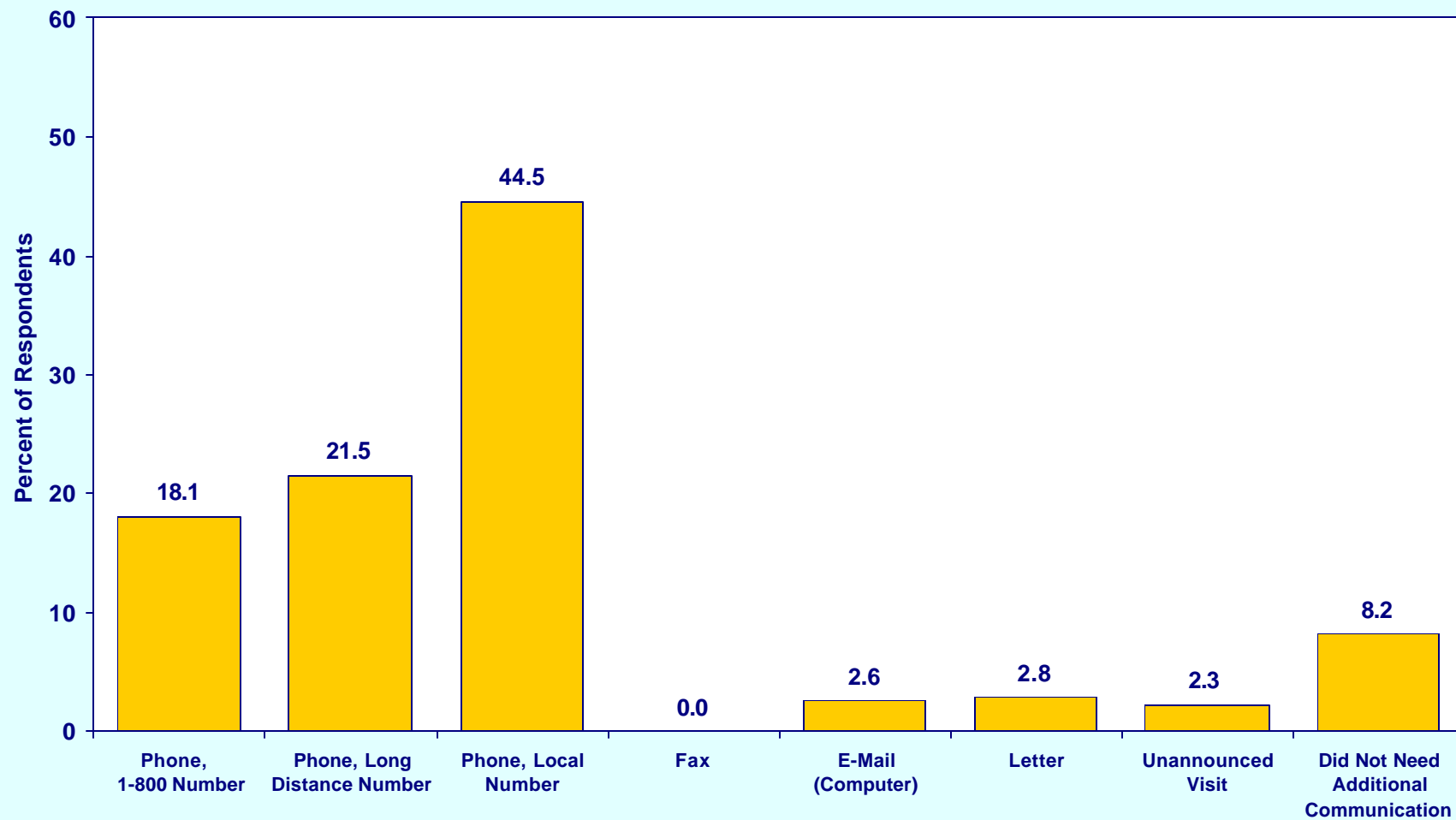
Overall, did the EVALUATION process reflect the courtesy, compassion, and respect you would expect as a veteran of the United States?



Valid n=2742

Question 29:

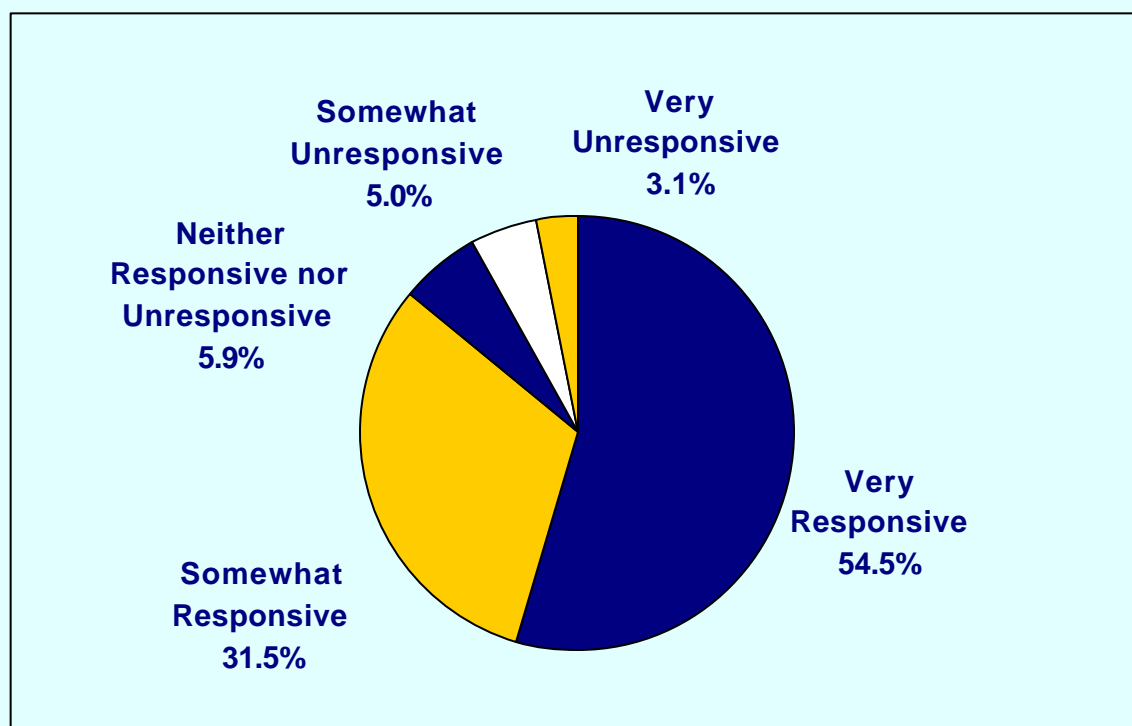
Aside from scheduled visits, what was the **PRIMARY** method you used to contact your evaluation counselor?



Valid n=2719

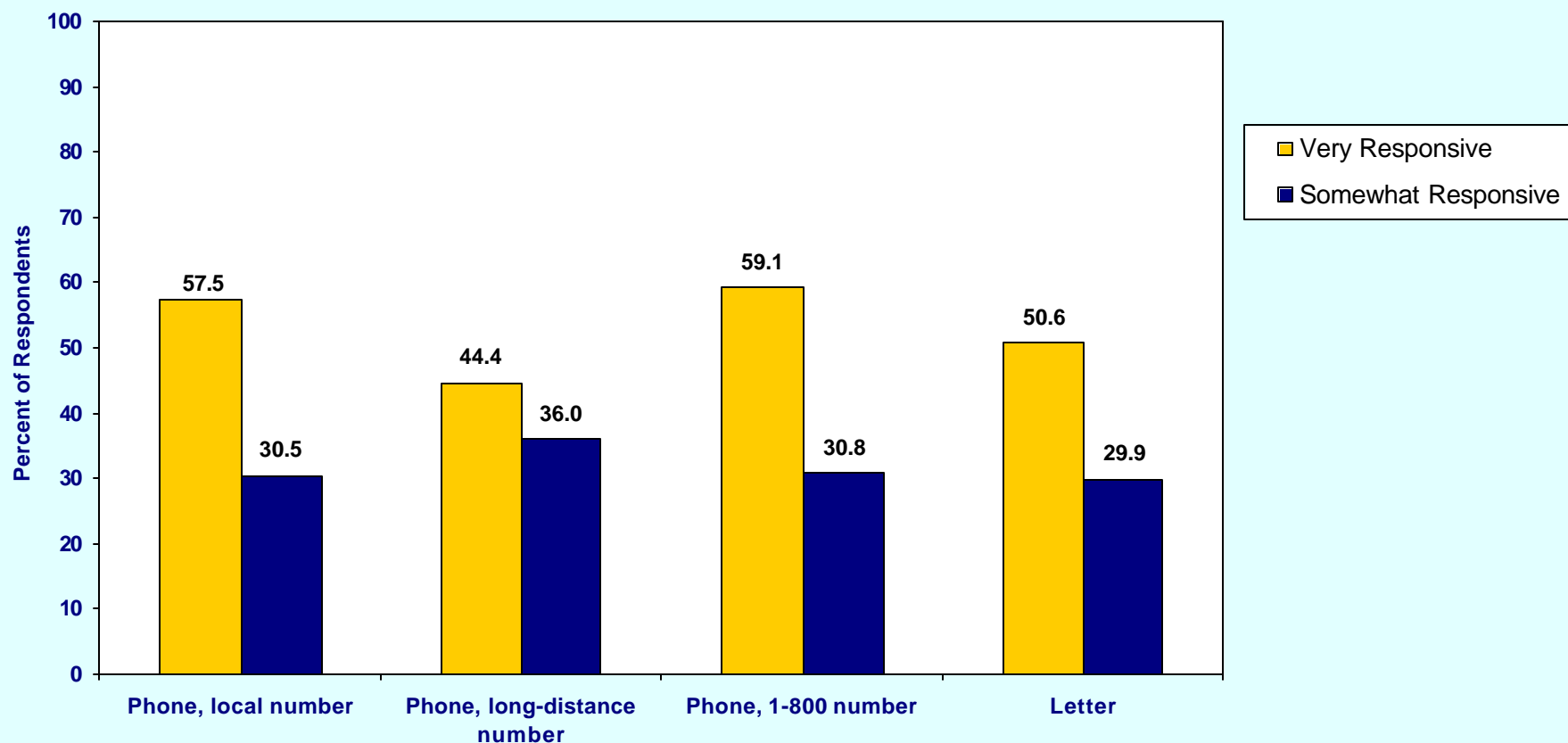
Question 30:

How responsive was the counselor to your contact through this method?



Valid n=2525

Question 30 by Question 29:
Responsiveness of counselor by primary method of contact, aside from scheduled visits.

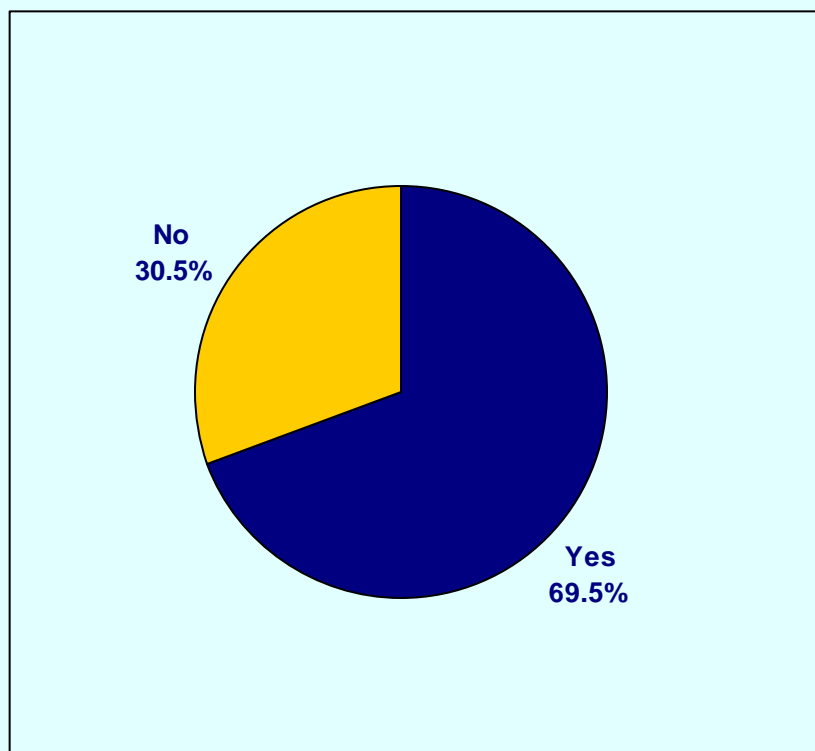


Note: The chart presents data on the 4 most frequently reported methods of contact, aside from scheduled visits.

Valid n=2525

Question 31:

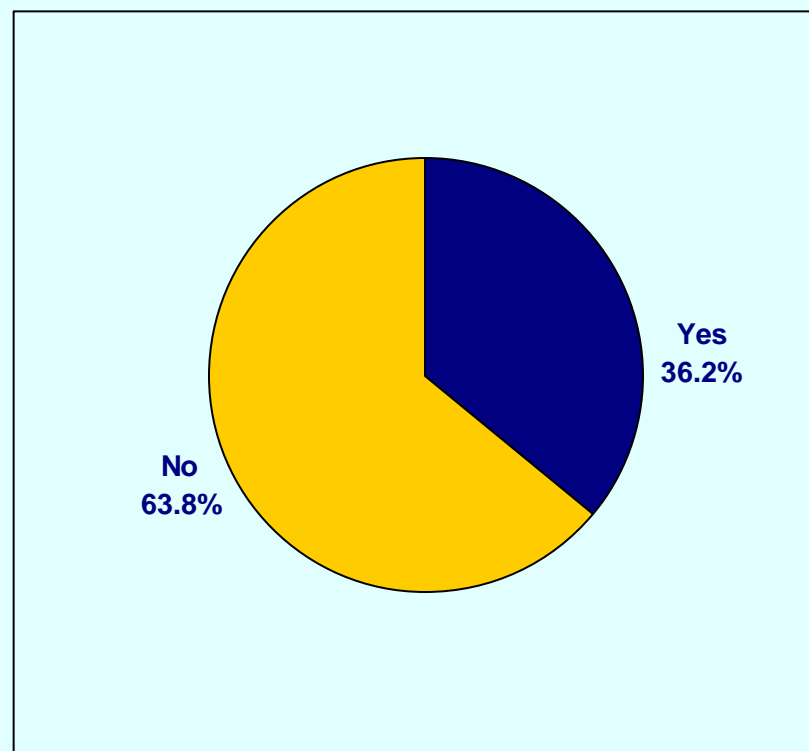
Were you generally able to get the information you needed on the first call or contact?



Valid n=2519

Question 32:

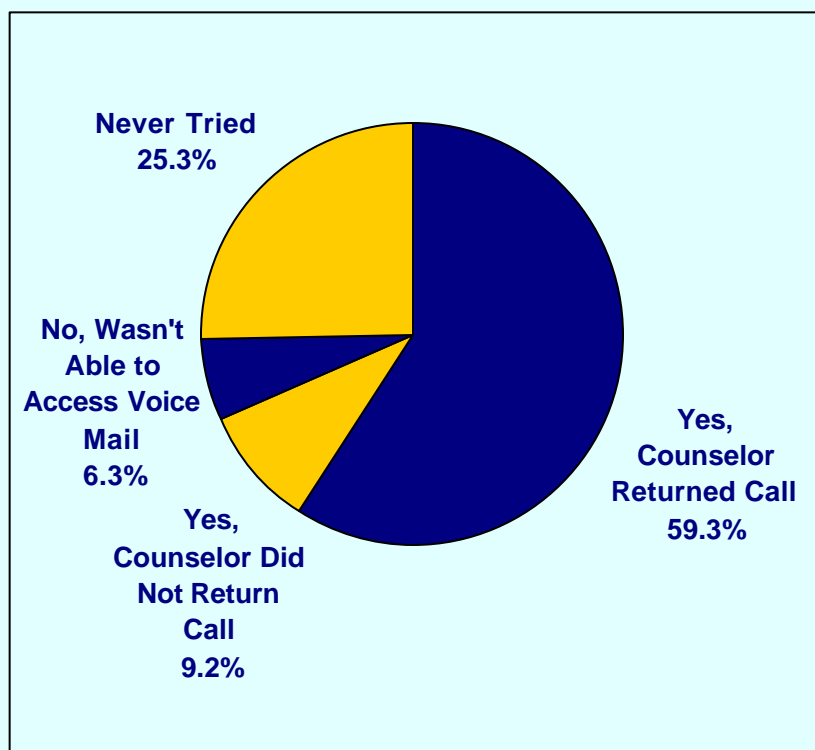
Did you have to repeat the same information to more than one person during the evaluation process?



Valid n=2523

Question 33:

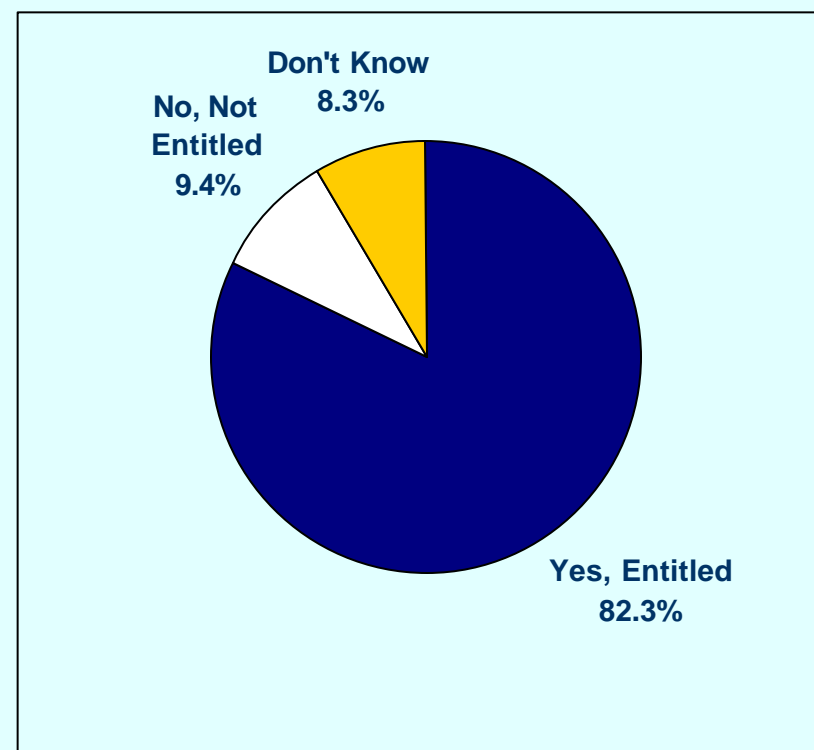
Were you able to access voice mail in order to leave your counselor a message?



Valid n=2530

Question 34:

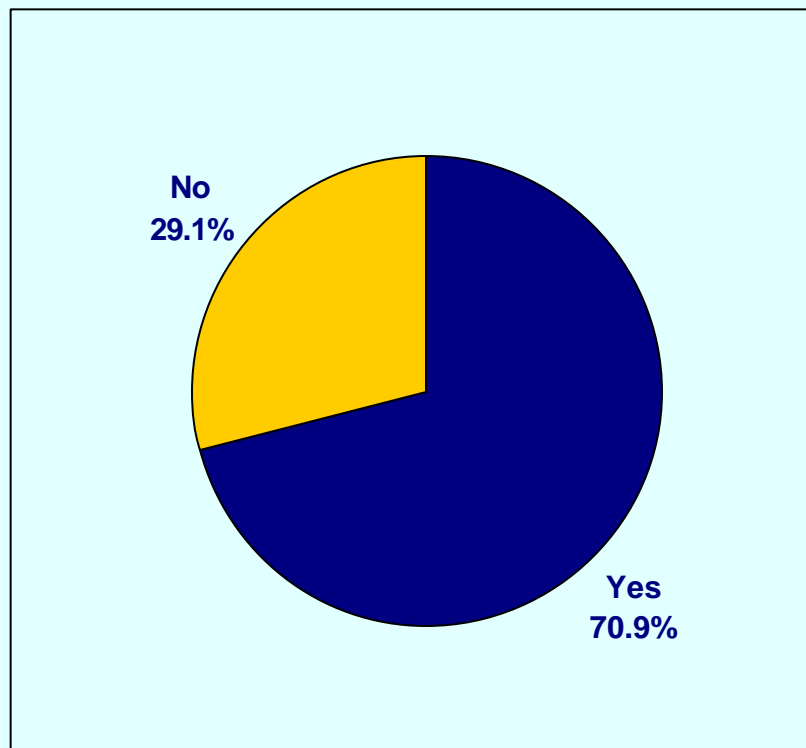
After the initial evaluation, did VA notify you that you were entitled to VR&E services?



Valid n=2748

Question 35:

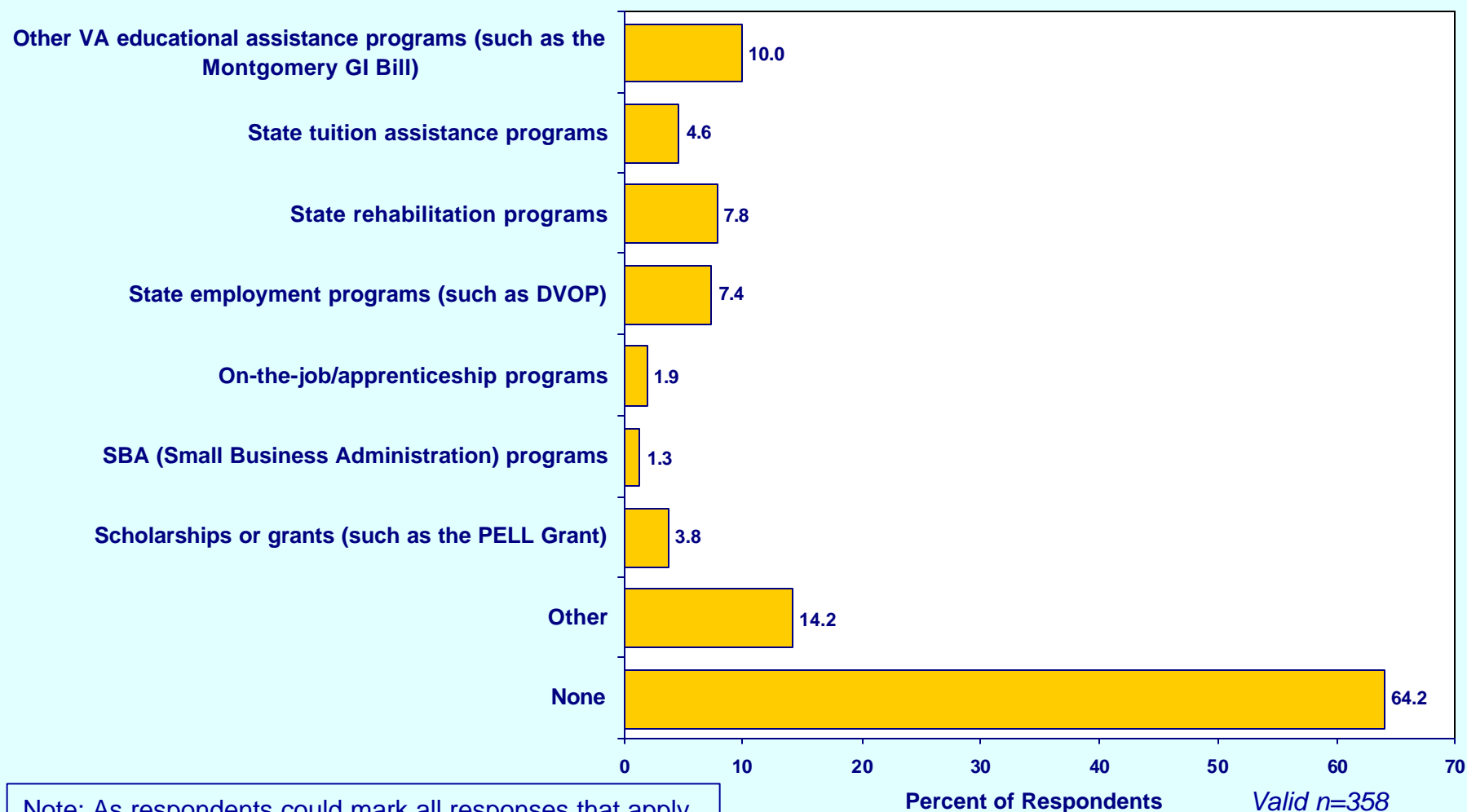
Did the VA explain why you were NOT entitled to VR&E services?



Valid n=251

Question 36:

When you were found NOT ENTITLED, which (if any) of the following resources or programs did VA inform you of?

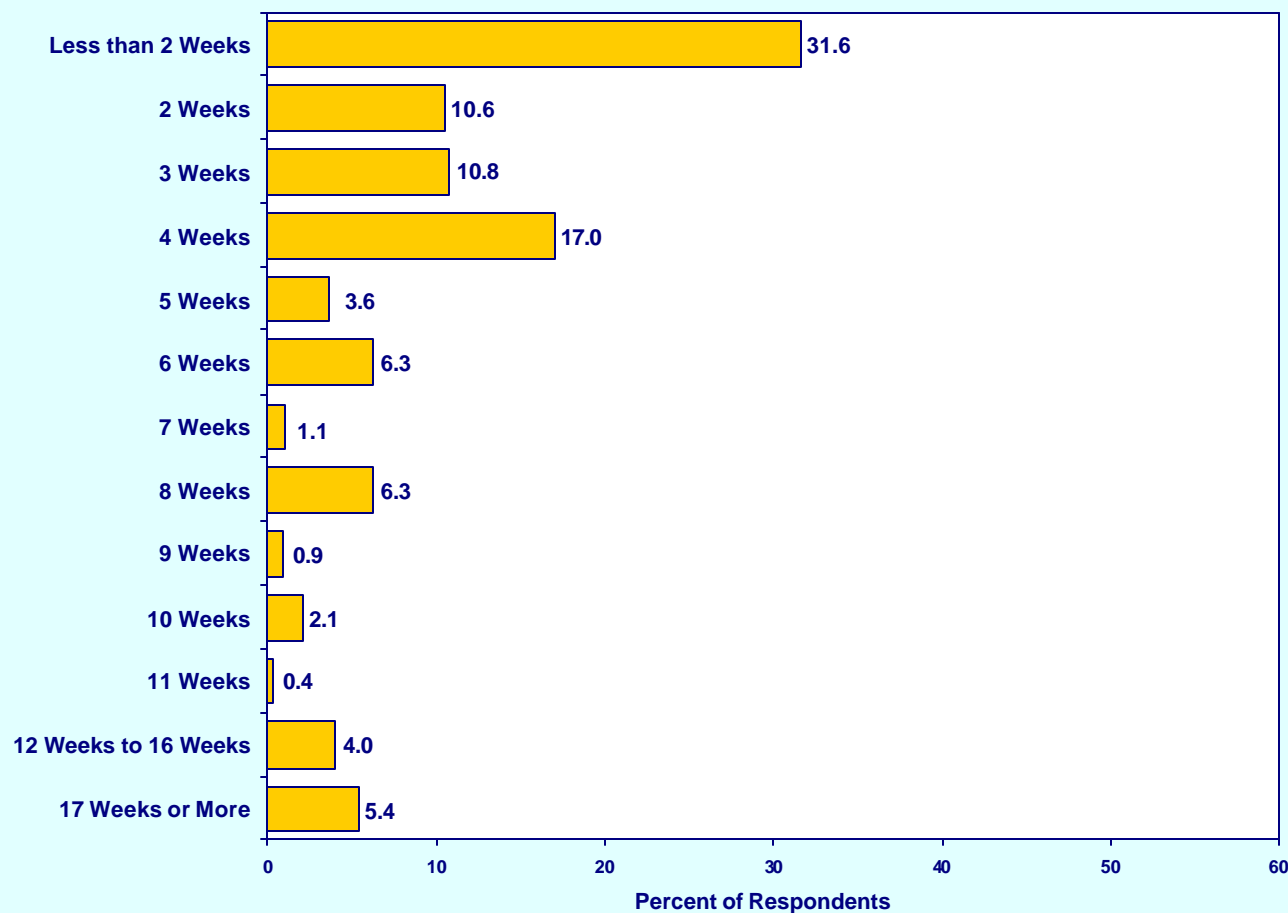


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Question 37:

Once you had your initial meeting with a counselor, how long did it take for VA to determine whether you were entitled to VR&E services?

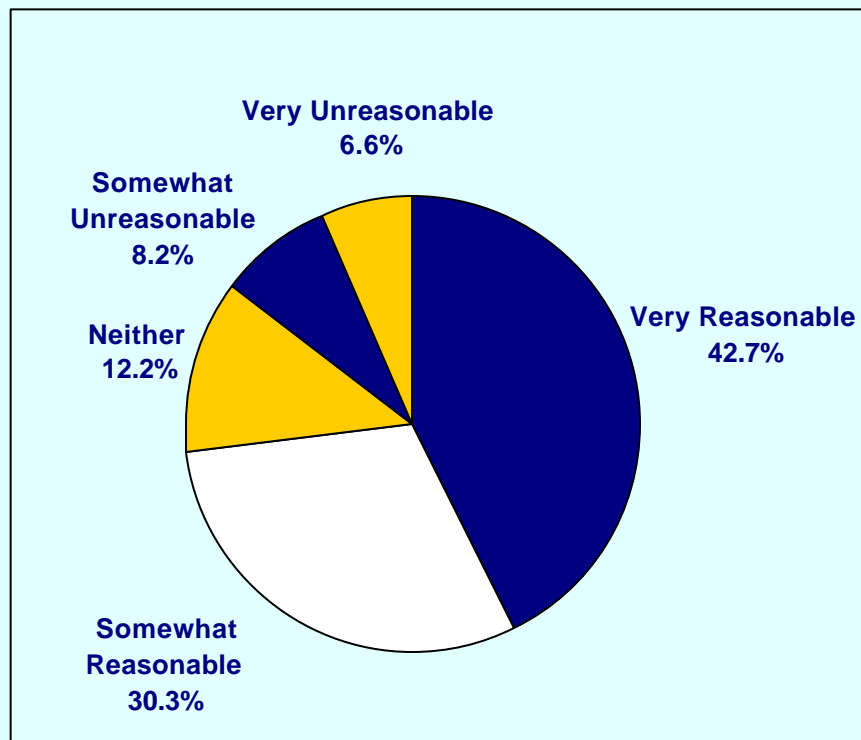
Average Number of Weeks=4.2



Valid n=2455

Question 38:

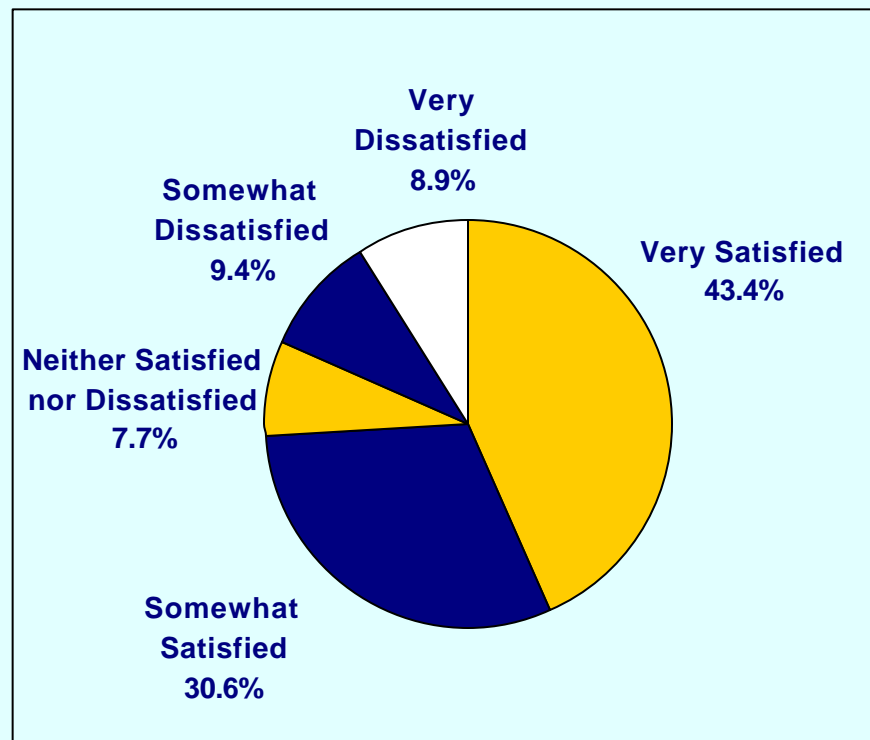
How **REASONABLE** was the length of time it took VA to determine whether you were entitled to VR&E services, once you had the initial meeting with your counselor?



Valid n=2514

Question 39:

Overall, how satisfied are you with the way the vocational rehabilitation **EVALUATION** process was handled?



Valid n=2523

UNDERSTANDING QUADRANT ANALYSIS

Quadrant analysis is a useful tool for determining which individual performance areas need improvement in order to raise the overall quality of service. The analysis involves determining the importance of individual performance areas (how meaningful an area is to the veteran) and VA's performance in each area. Generally, items with high importance but relatively low performance are those which deserve immediate attention.

Each of the variables represented in the Quadrant Analysis graph are plotted on the basis of:

- 1) **Importance:** a variable's correlation with the overall satisfaction with the program area
- 2) **Performance:** a variable's top-box percent (the percent of people who answered positively to the question).

Variable correlations with the overall satisfaction with the program area are used to determine the degree to which variables are related to overall satisfaction. Zero indicates no correlation, and 1 indicates perfect correlation. The closer a variable's correlation (Importance) is to 1, the stronger the variable's relationship is with the overall satisfaction with the program area. Variables that have stronger correlations are considered to have higher importance.

Top-box percent represents how well VA is performing within a given area (for example, the percent who indicated that the length of time it took VA to determine entitlement to VR&E services was somewhat or very reasonable).

The quadrant analysis graph is divided into four quadrants (sections) based on the following combinations of the plotted location of a variable:

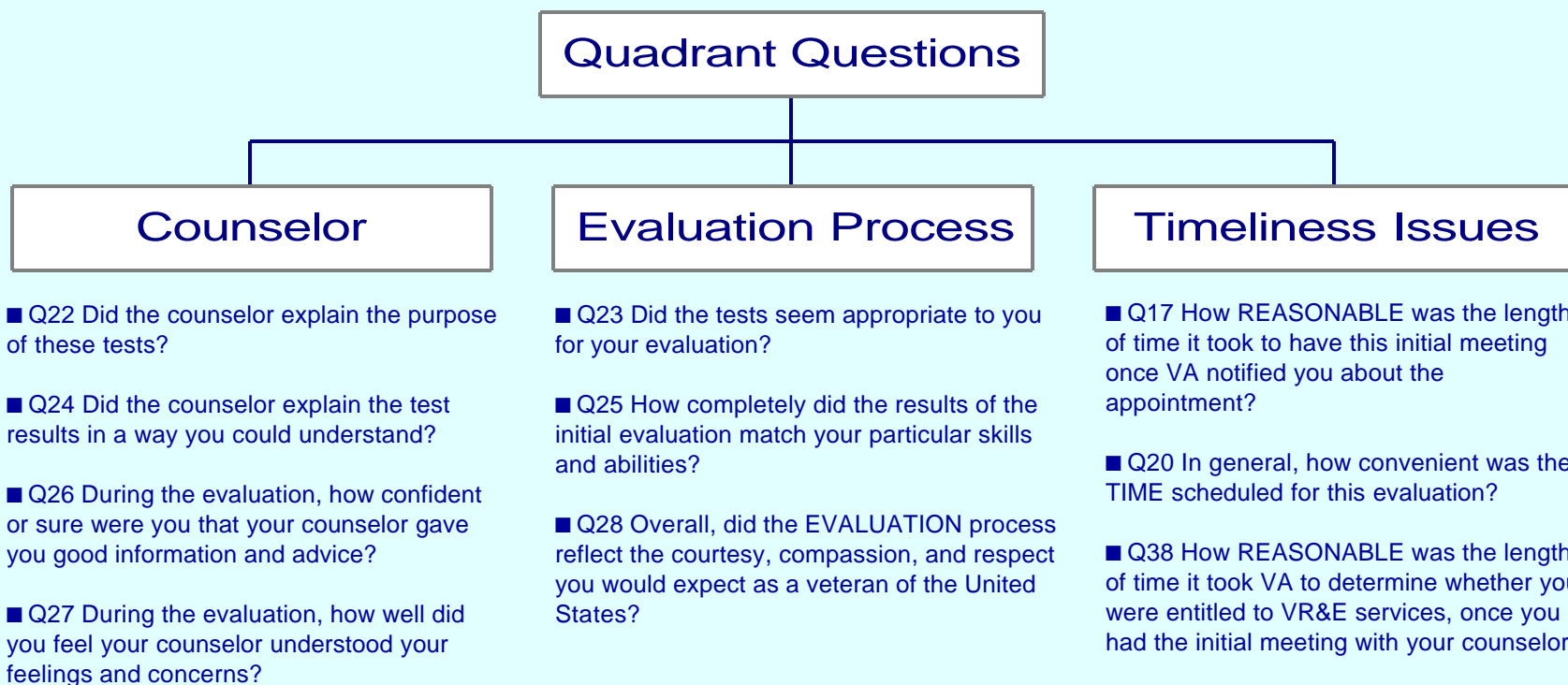
Quadrant I: Critical Improvement Areas (high importance, low performance)

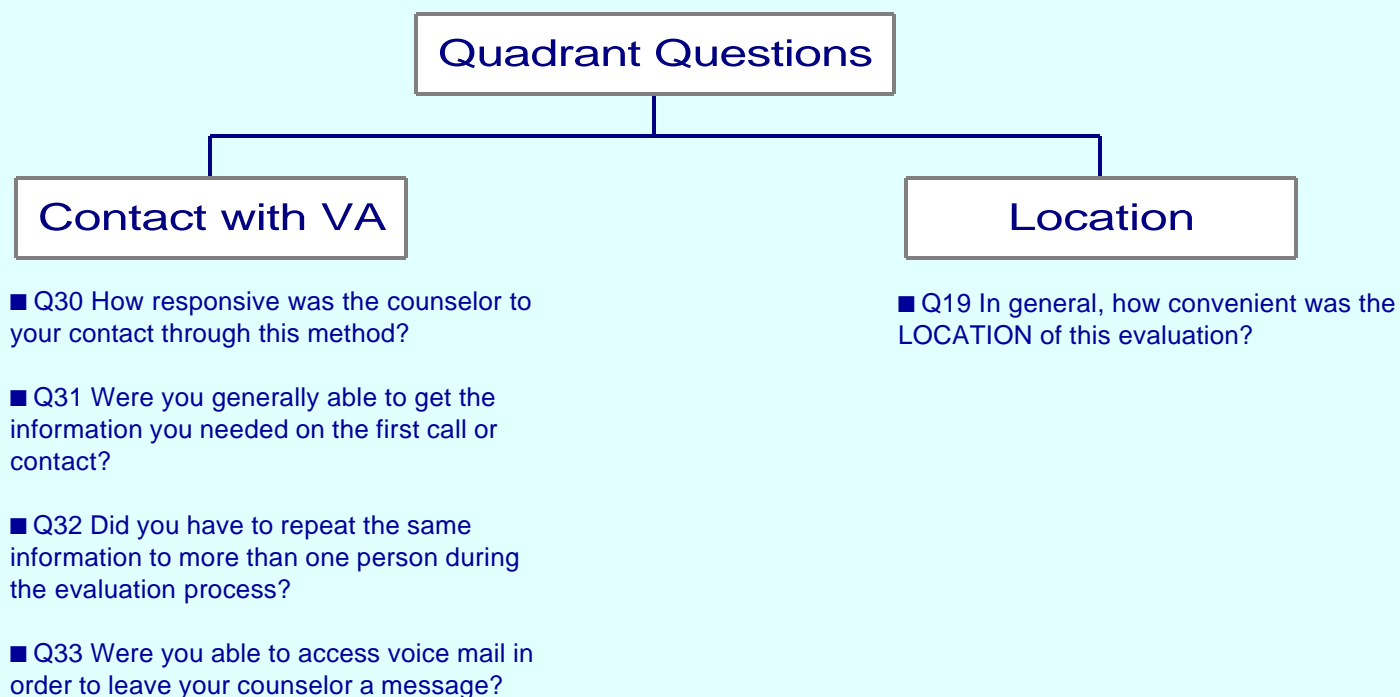
Quadrant II: Maintain Relationship Building Variables (high importance, high performance)

Quadrant III: Lower Return on High Performance (low importance, high performance)

Quadrant IV: Lower Return on Investment (low importance, low performance)

The horizontal lines in the plots represent importance and are placed at .50, which indicates relatively high correlation, and thus, relatively high importance. The vertical lines represent performance and are placed at 75 percent. The quadrant lines can be moved up or down, left or right, to include more or fewer variables in each quadrant.





QUADRANT SCORES

Importance and satisfaction scores for evaluation and testing questions, ranked by importance
(Based on respondents' overall satisfaction, Question 39*)

Question	Importance Score	Satisfaction Rating
38	.65	73.0%
26	.62	77.5%
27	.62	66.4%
28	.57	81.9%
30	.53	86.0%
17	.49	75.4%
31	.44	69.5%
25	.42	62.3%
20	.39	78.8%
23	.36	77.5%
32	.35	63.8%
24	.30	87.8%
33	.29	79.4%
19	.23	65.2%
22	.23	93.7%

*Question 39: Overall, how satisfied are you with the way the vocational rehabilitation EVALUATION process was handled?

QUADRANTS I AND II

The information below highlights the questions from the Quadrant Analysis which fell into Quadrant I or Quadrant II.

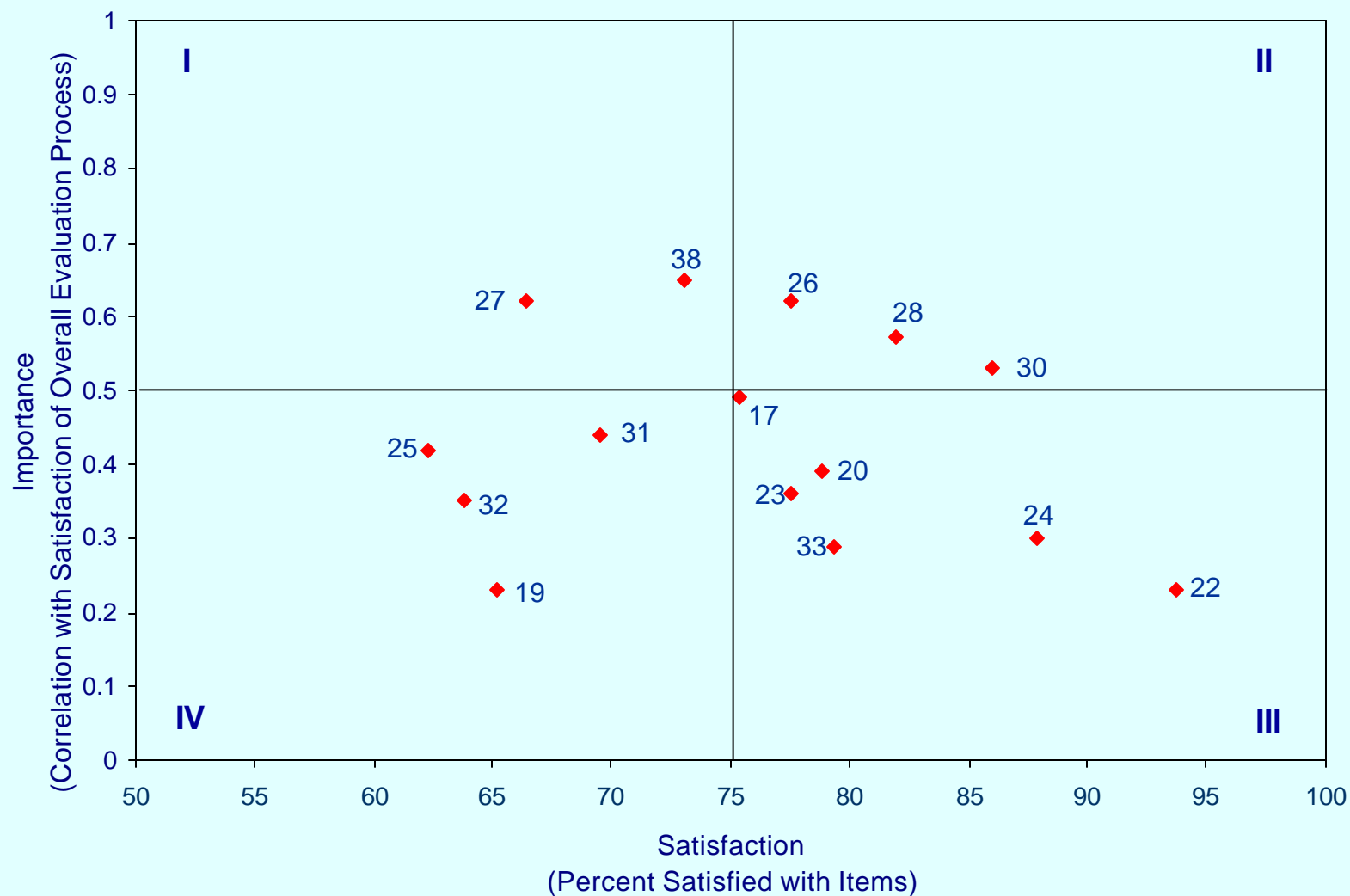
QUADRANT I: Critical Improvement Areas

- Q27 During the evaluation, how well did you feel your counselor understood your feelings and concerns?
- Q38 How reasonable was the length of time it took VA to determine whether you were entitled to VR&E services?

QUADRANT II: Maintain Relationship Building Variables

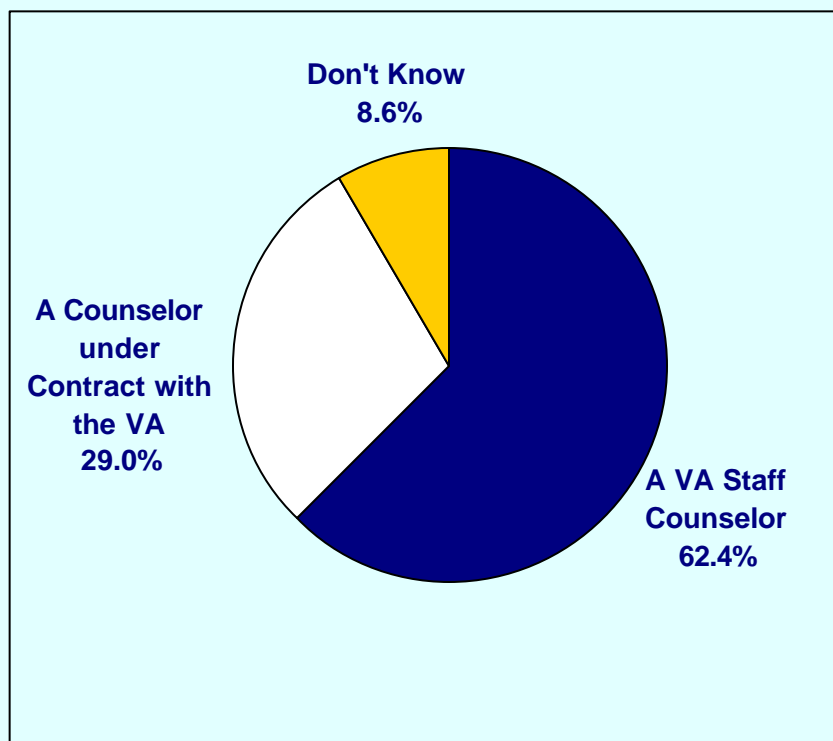
- Q26 During the evaluation, how confident or sure were you that your counselor gave you good information and advice?
- Q28 Overall, did the EVALUATION process reflect the courtesy, compassion, and respect you would expect as a veteran of the United States?
- Q30 How responsive was the counselor to your contact through this method?

QUADRANT ANALYSIS



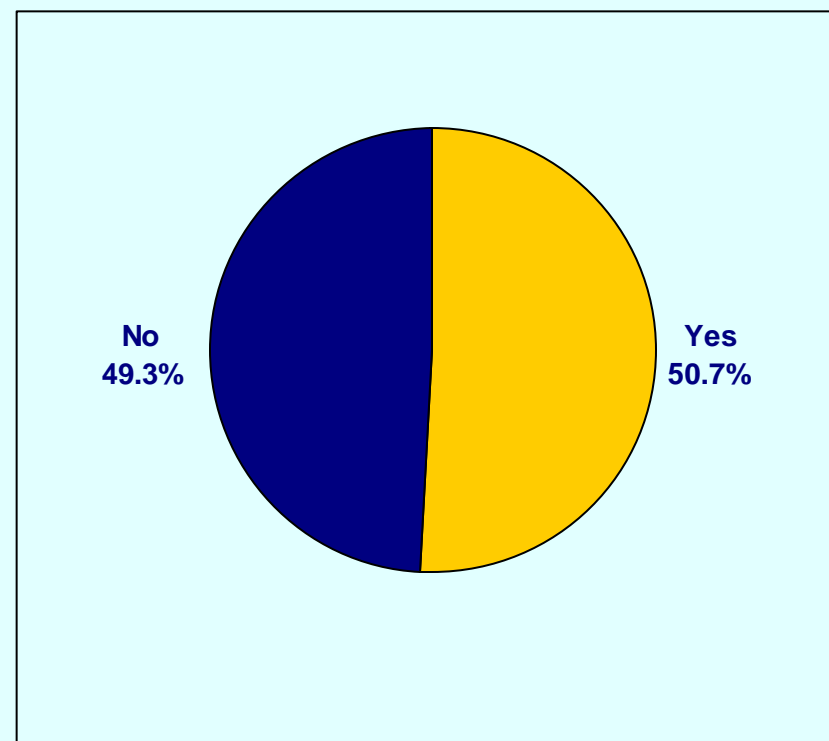
Survey Findings: Developing a Plan

Question 40:
Who was/is your primary counselor during the planning phase of your program?



Valid n=2277

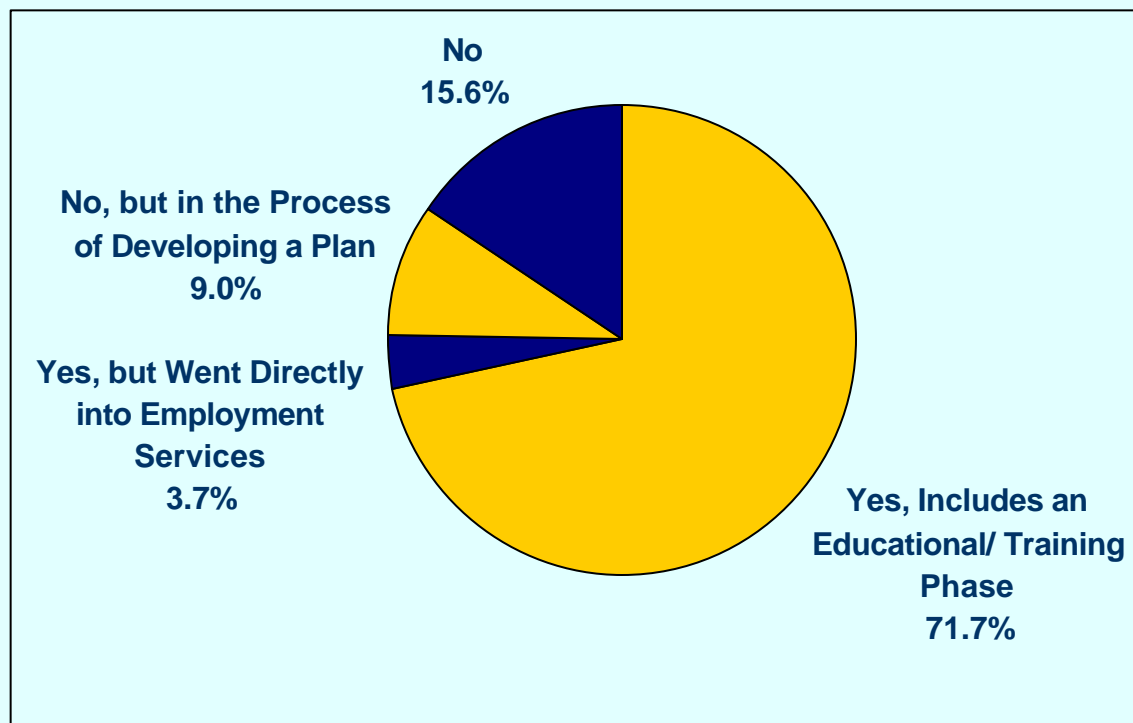
Question 41:
Is this the same counselor who conducted your initial evaluation?



Valid n=2252

Question 42:

Have you and your counselor developed a plan of services for your rehabilitation?

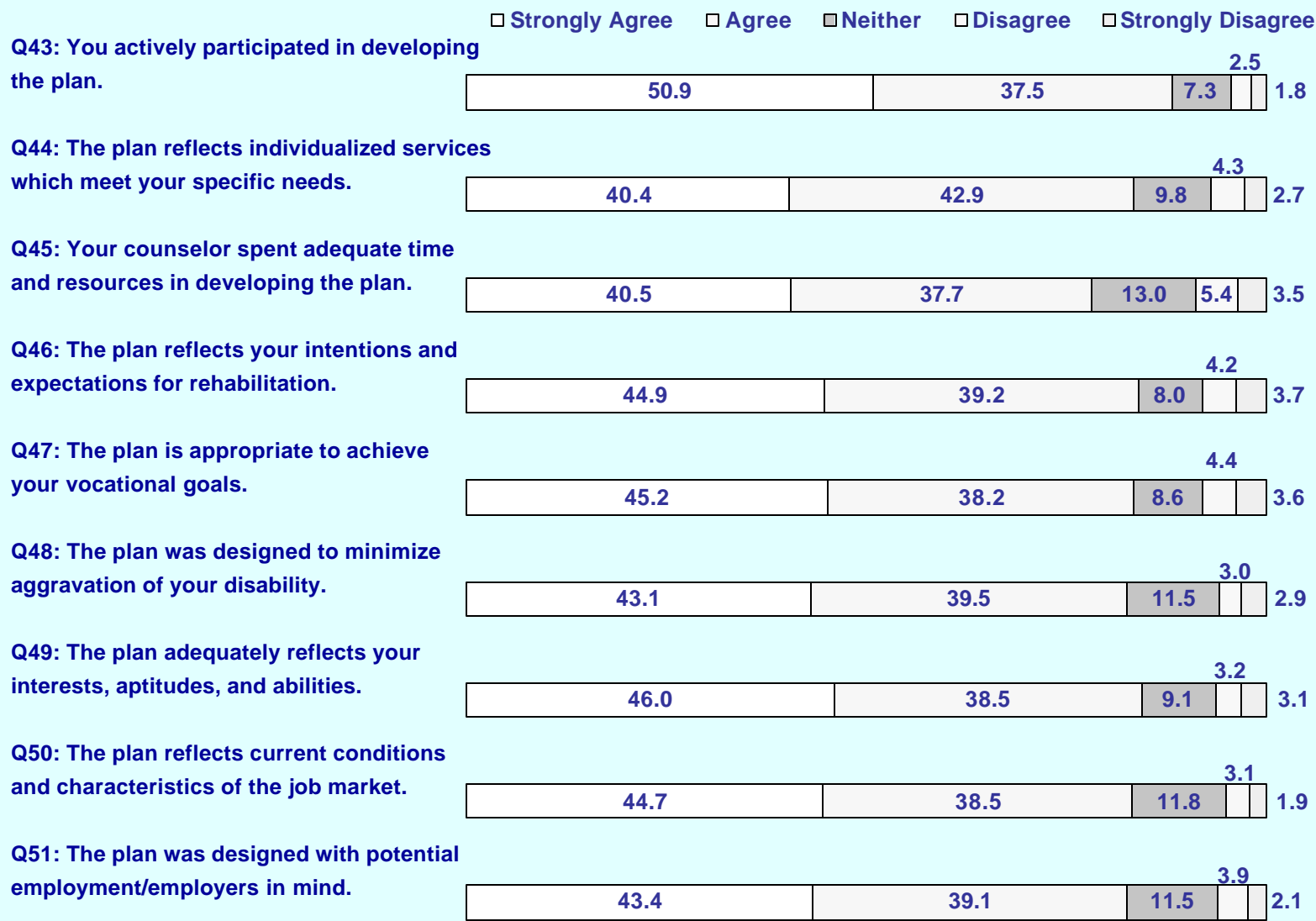


Valid n=2442

Developing a Plan

54

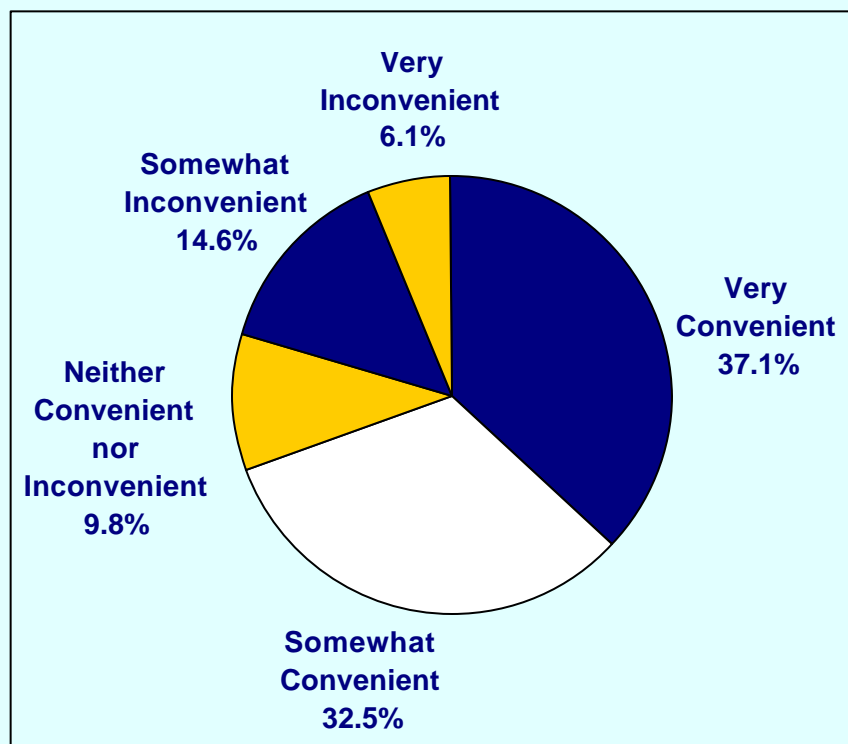
Questions 43-51:



Note:
Responses
of "Not
Applicable"
are not
included in
the analysis.

Question 52:

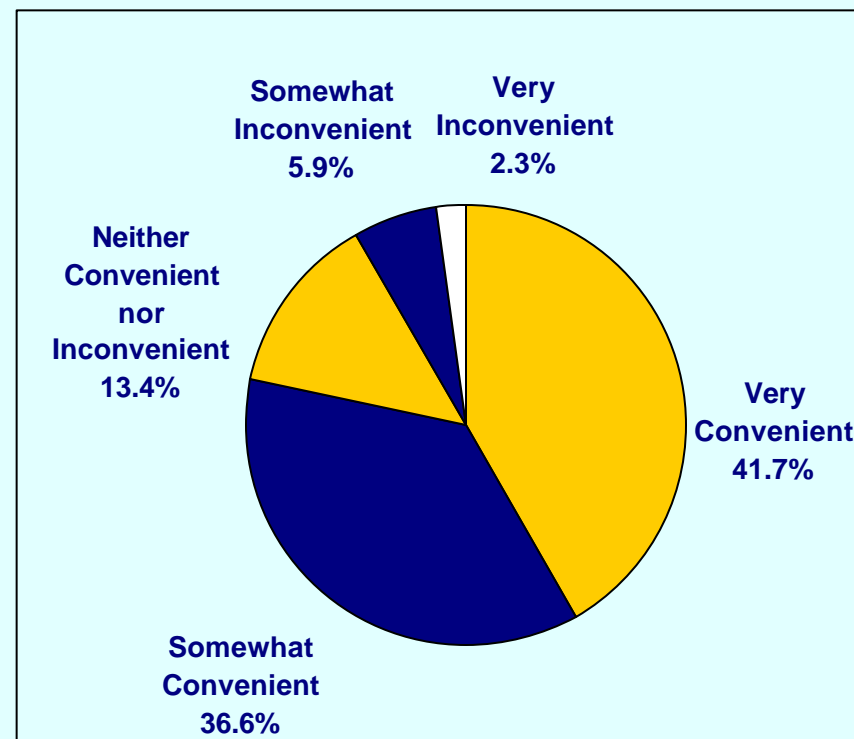
In general, how convenient was the **LOCATION** where this PLAN was developed or is being developed?



Valid n=2069

Question 53:

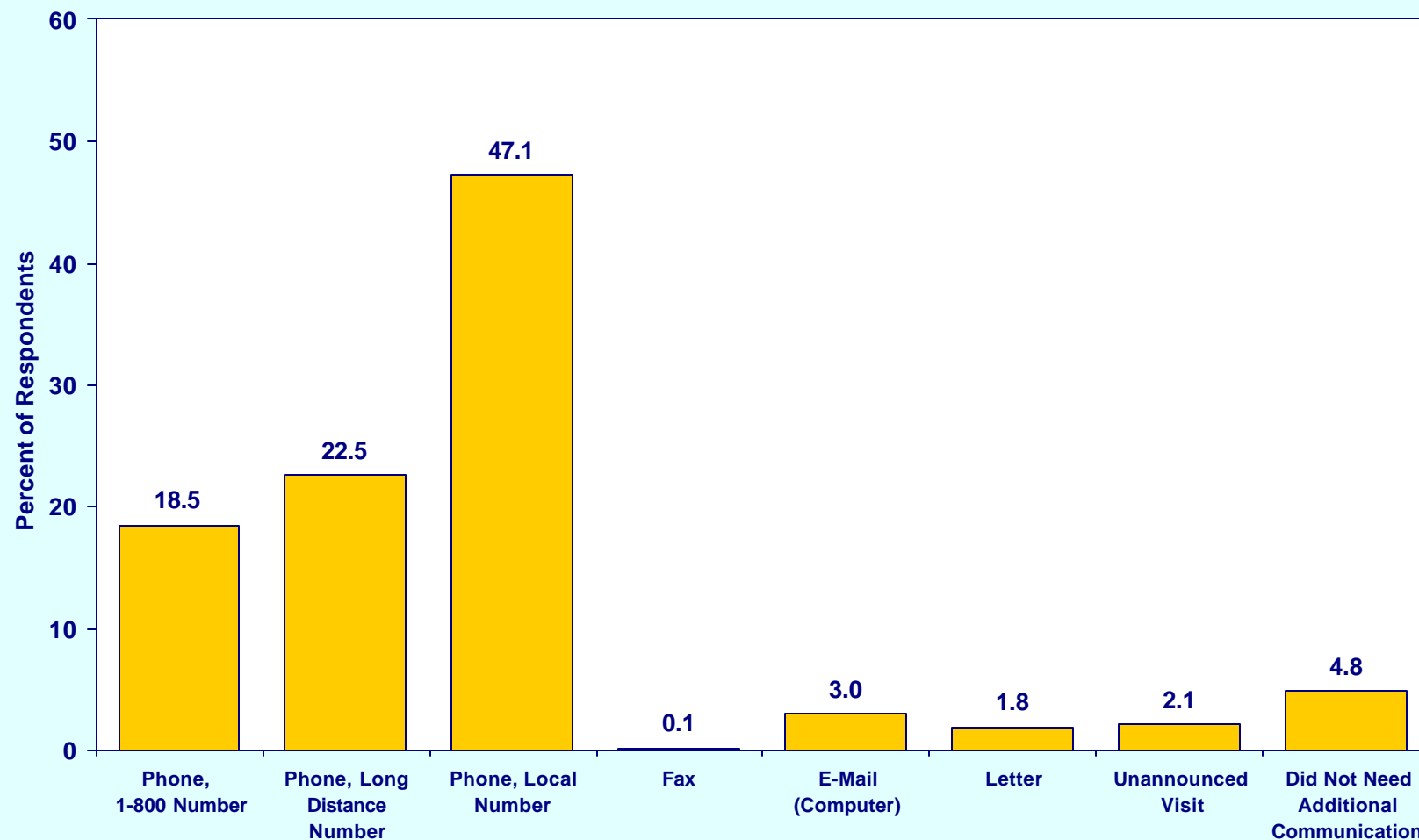
In general, how convenient was the **TIME** scheduled for developing this PLAN?



Valid n=2063

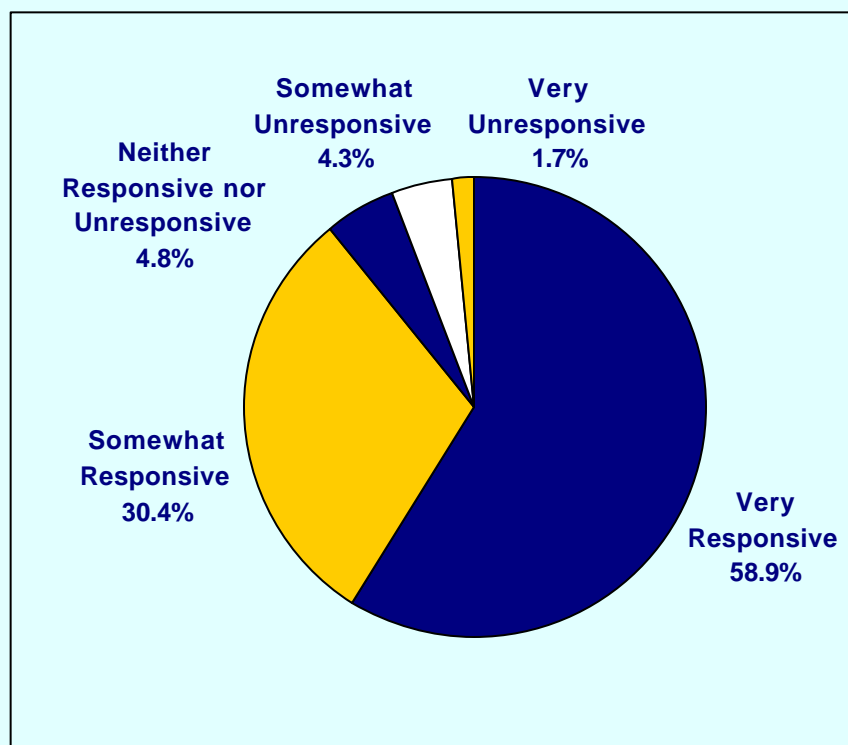
Question 54:

Aside from scheduled visits, what was the PRIMARY method you used to contact your planning counselor?



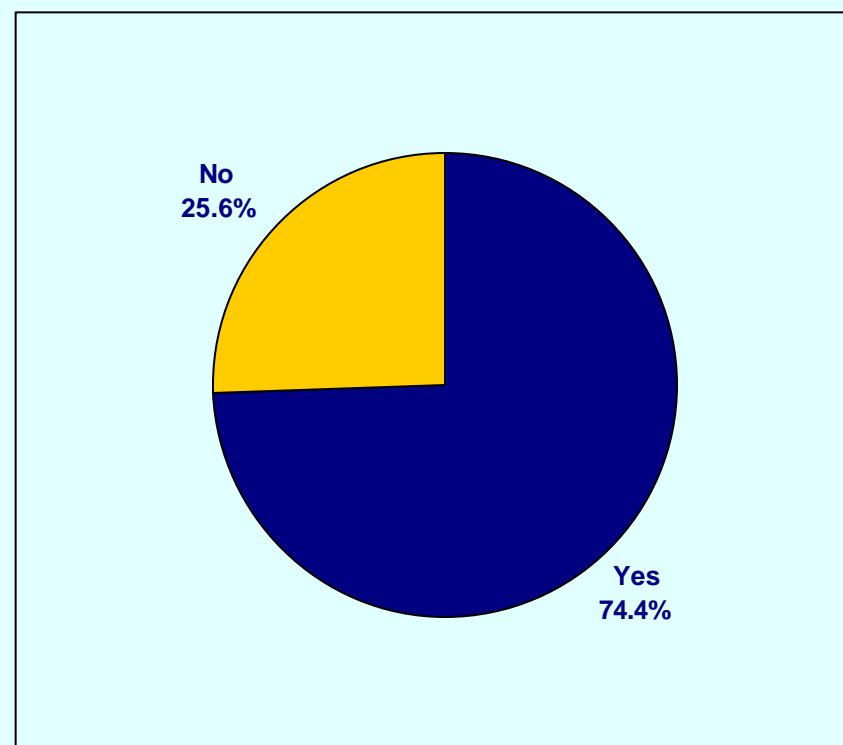
Valid n=2027

Question 55:
How responsive was the counselor to your contact through this method?



Valid n=1966

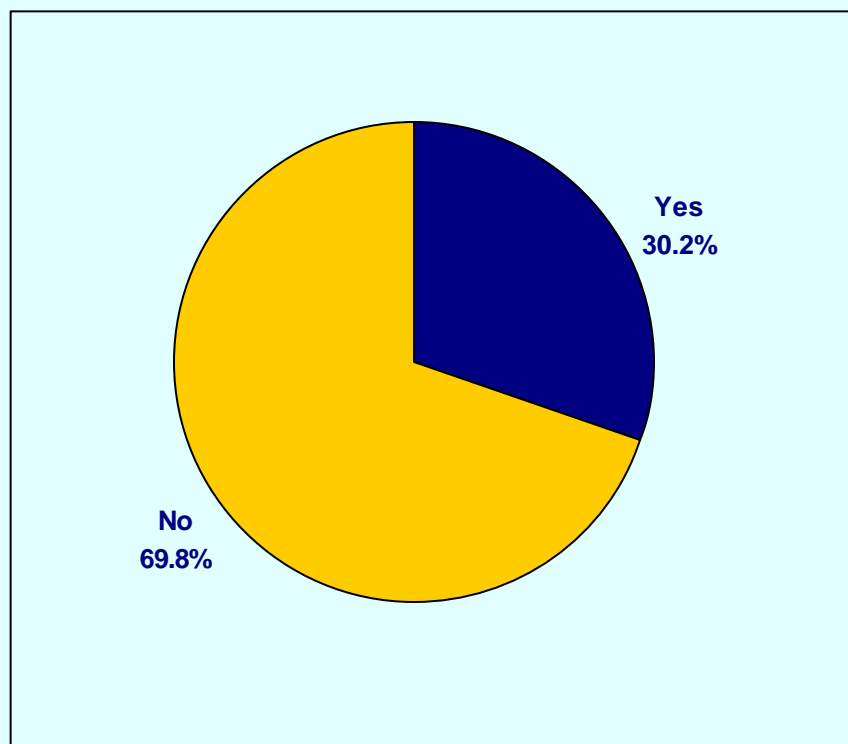
Question 56:
Were you generally able to get the information you needed on the first call or contact?



Valid n=1959

Question 57:

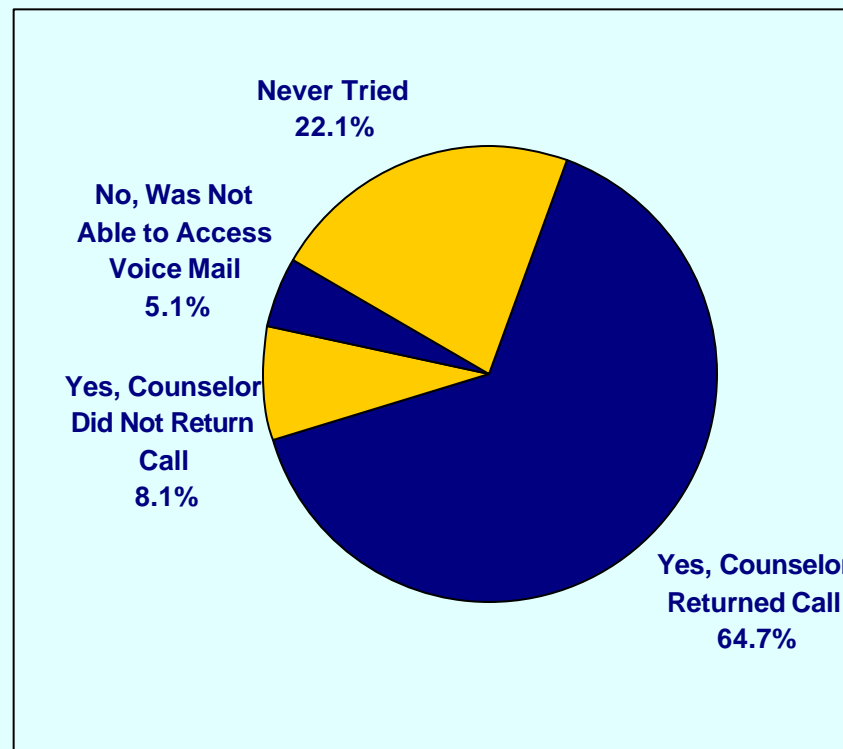
Did you have to repeat the same information to more than one person during the planning process?



Valid n=1961

Question 58:

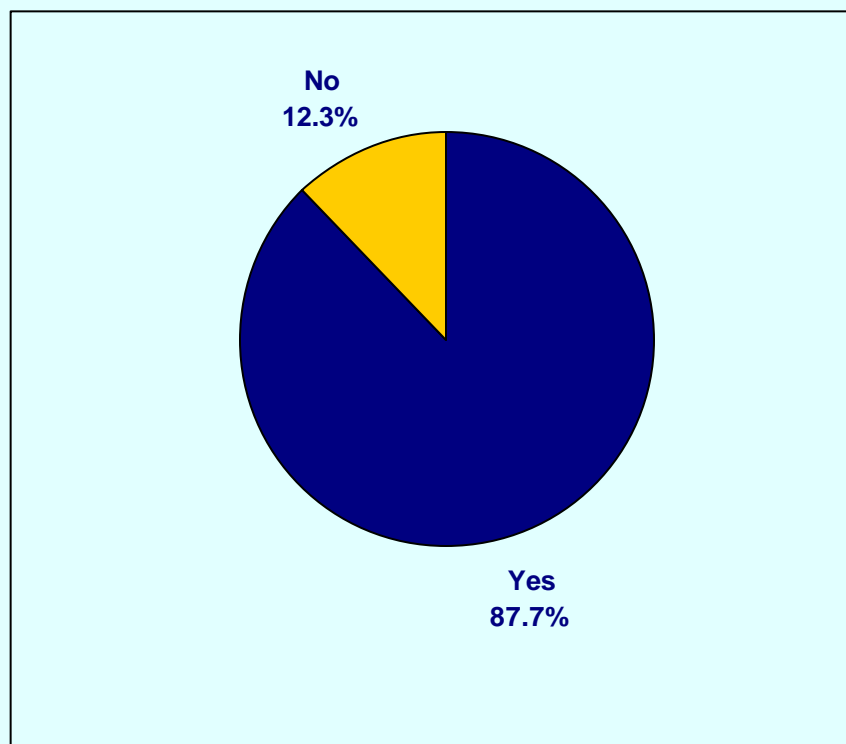
Were you able to access voice mail in order to leave your counselor a message?



Valid n=1950

Question 59:

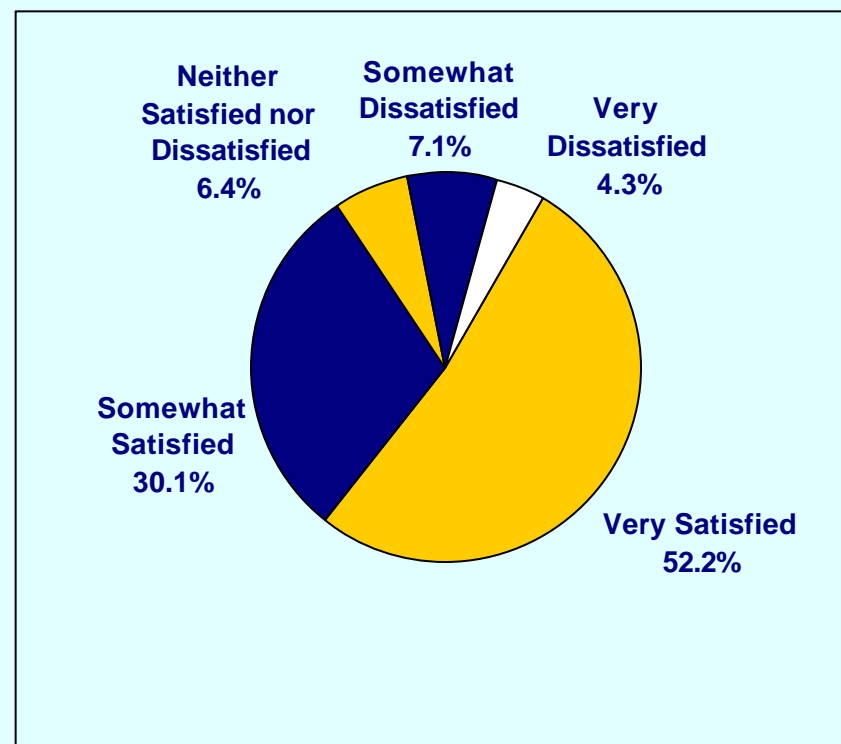
Overall, did the **PLANNING** process reflect the courtesy, compassion, and respect you would expect as a veteran of the United States?



Valid n=2045

Question 60:

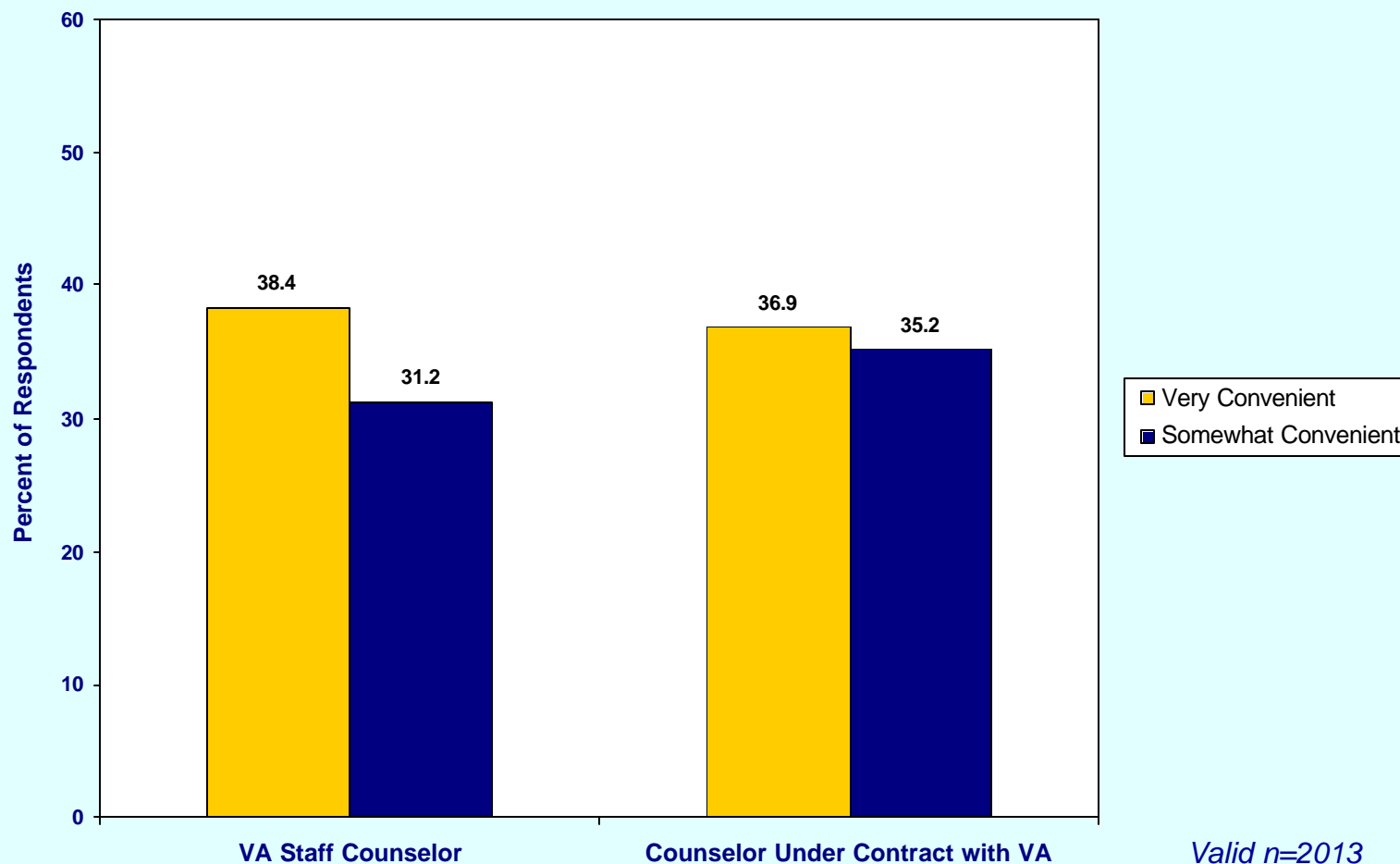
Overall, how satisfied are you with the way your vocational rehabilitation **PLAN** of services was developed or is being developed?



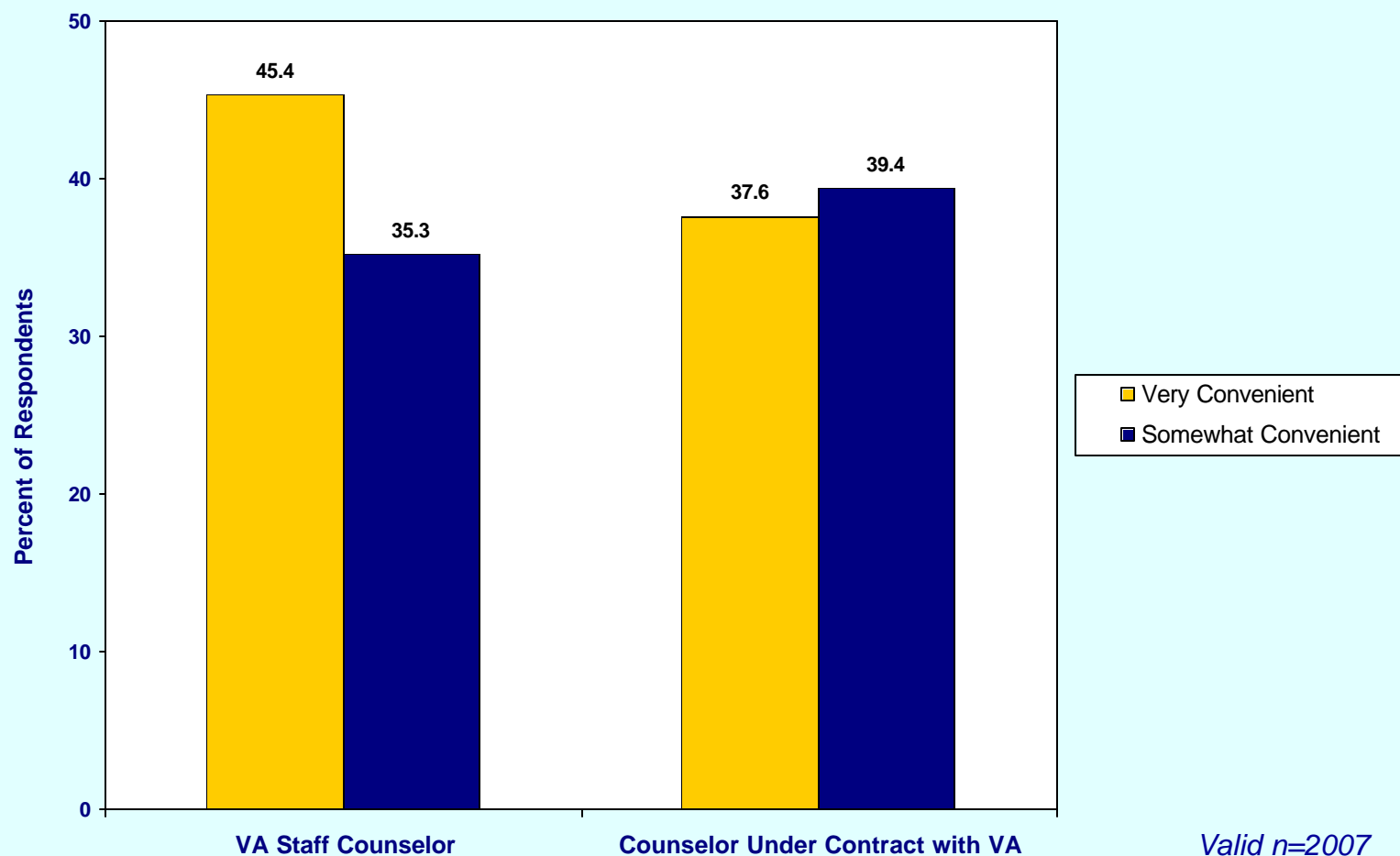
Valid n=2058

Question 40 by Question 52:

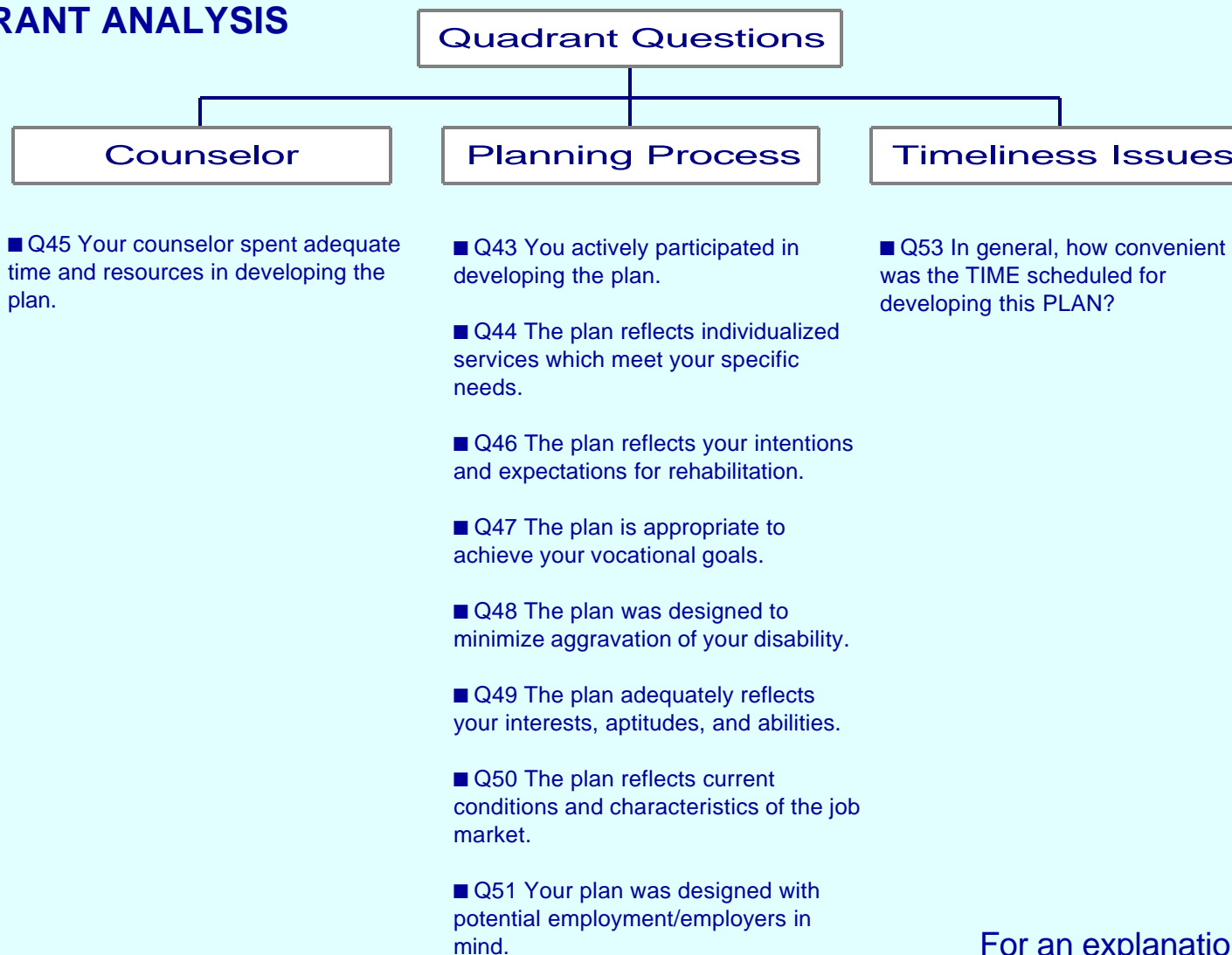
Convenience of location where plan was developed by type of counselor during this phase of program.



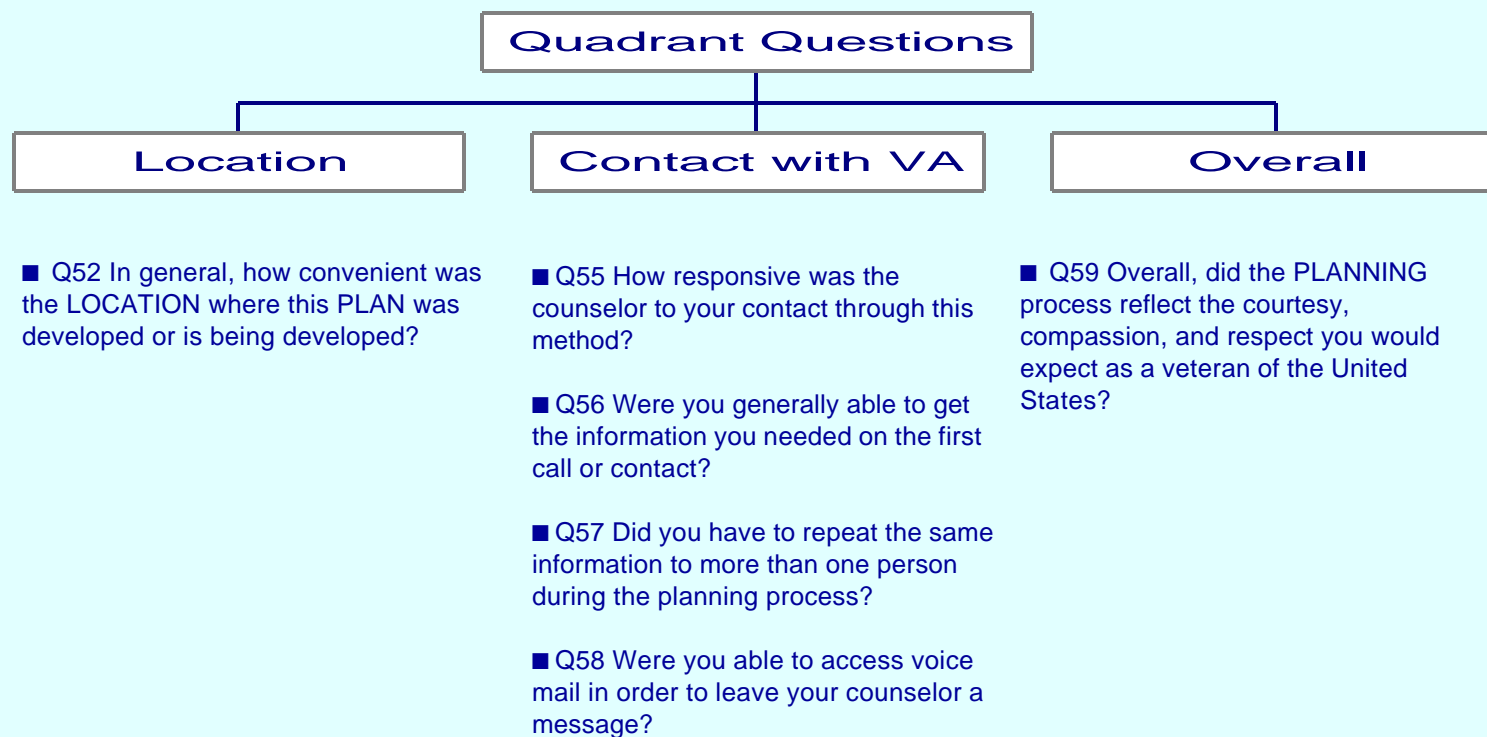
Question 40 by Question 53:
Convenience of time scheduled for developing plan by type of counselor during this phase of program.



QUADRANT ANALYSIS



For an explanation of quadrant analysis, see p. 45.



QUADRANT SCORES

Importance and satisfaction scores for evaluation and testing questions, ranked by importance
(Based on respondents' overall satisfaction, Question 60*)

Question	Importance Score	Satisfaction Rating
46	.69	84.1%
45	.68	78.1%
47	.67	83.5%
44	.64	83.3%
59	.62	87.7%
49	.61	84.5%
50	.57	83.2%
55	.56	89.3%
48	.54	82.5%
51	.53	82.5%
43	.52	88.3%
53	.51	78.4%
56	.49	74.4%
52	.35	69.5%
57	.35	69.8%
58	.31	83.1%

* Question 60: Overall, how satisfied are you with the way your vocational rehabilitation PLAN of services was developed or is being developed?

QUADRANTS I AND II

The information below highlights the questions from the Quadrant Analysis which fell into Quadrant I or Quadrant II.

QUADRANT I: Critical Improvement Areas

No questions fell into this quadrant

QUADRANT II: Maintain Relationship Building Variables

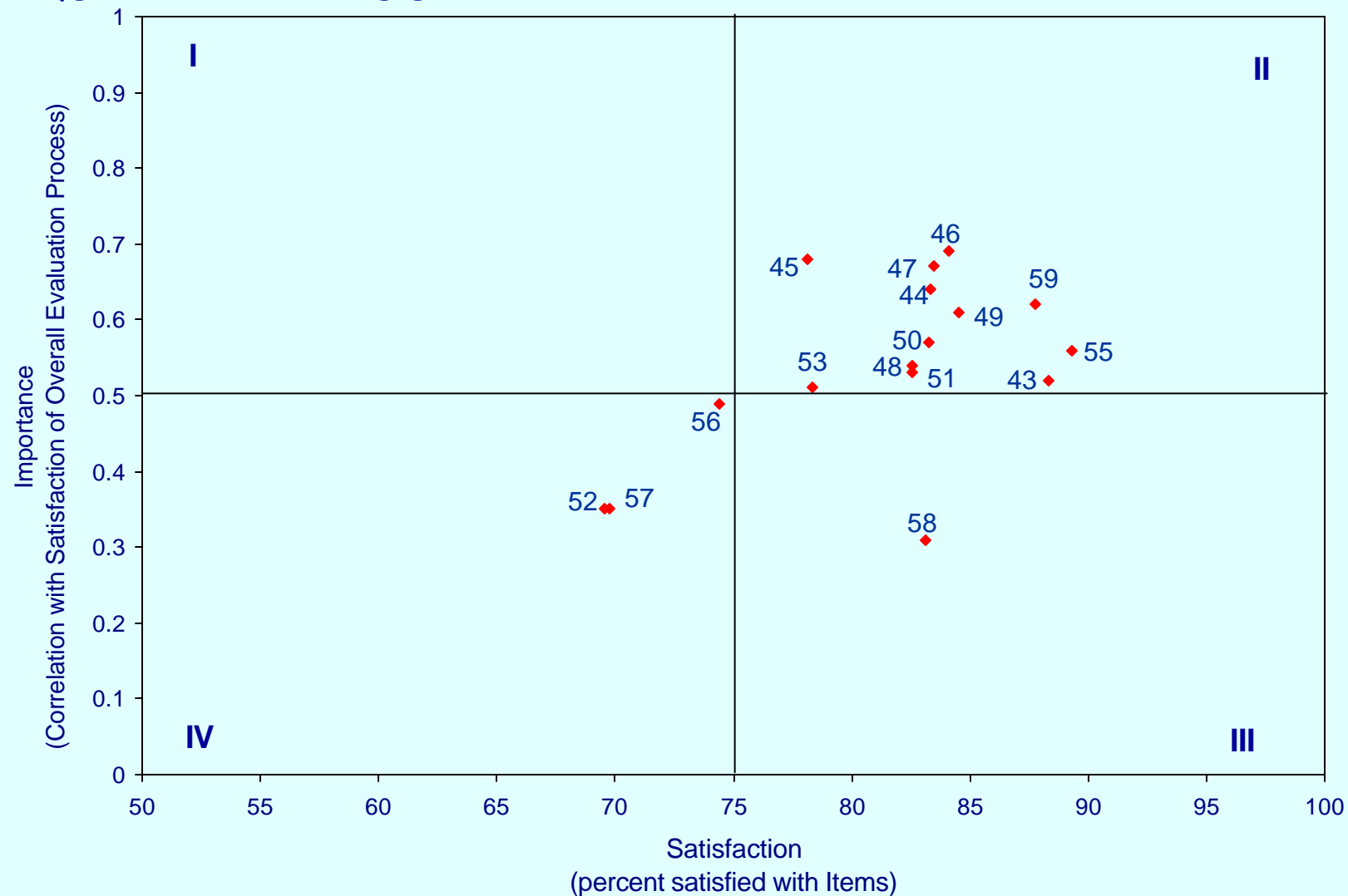
- Q43 You actively participated in developing the plan.
- Q44 The plan reflects individualized services which meet your specific needs.
- Q45 Your counselor spent adequate time and resources in developing the plan.
- Q46 The plan reflects your intentions and expectations for rehabilitation.
- Q47 The plan is appropriate to achieve your vocational goals.
- Q48 The plan was designed to minimize aggravation of your disability.
- Q49 The plan adequately reflects your interests, aptitudes, and abilities.
- Q50 The plan reflects current conditions and characteristics of the job market.
- Q51 Your plan was designed with potential employers in mind.

QUADRANTS I AND II (Continued)

QUADRANT II: Maintain Relationship Building Variables

- Q53 In general, how convenient was the TIME scheduled for developing this PLAN?
- Q55 How responsive was the counselor to your contact through this method?
- Q59 Overall, did the PLANNING process reflect the courtesy, compassion, and respect you would expect as a veteran of the United States?

QUADRANT ANALYSIS



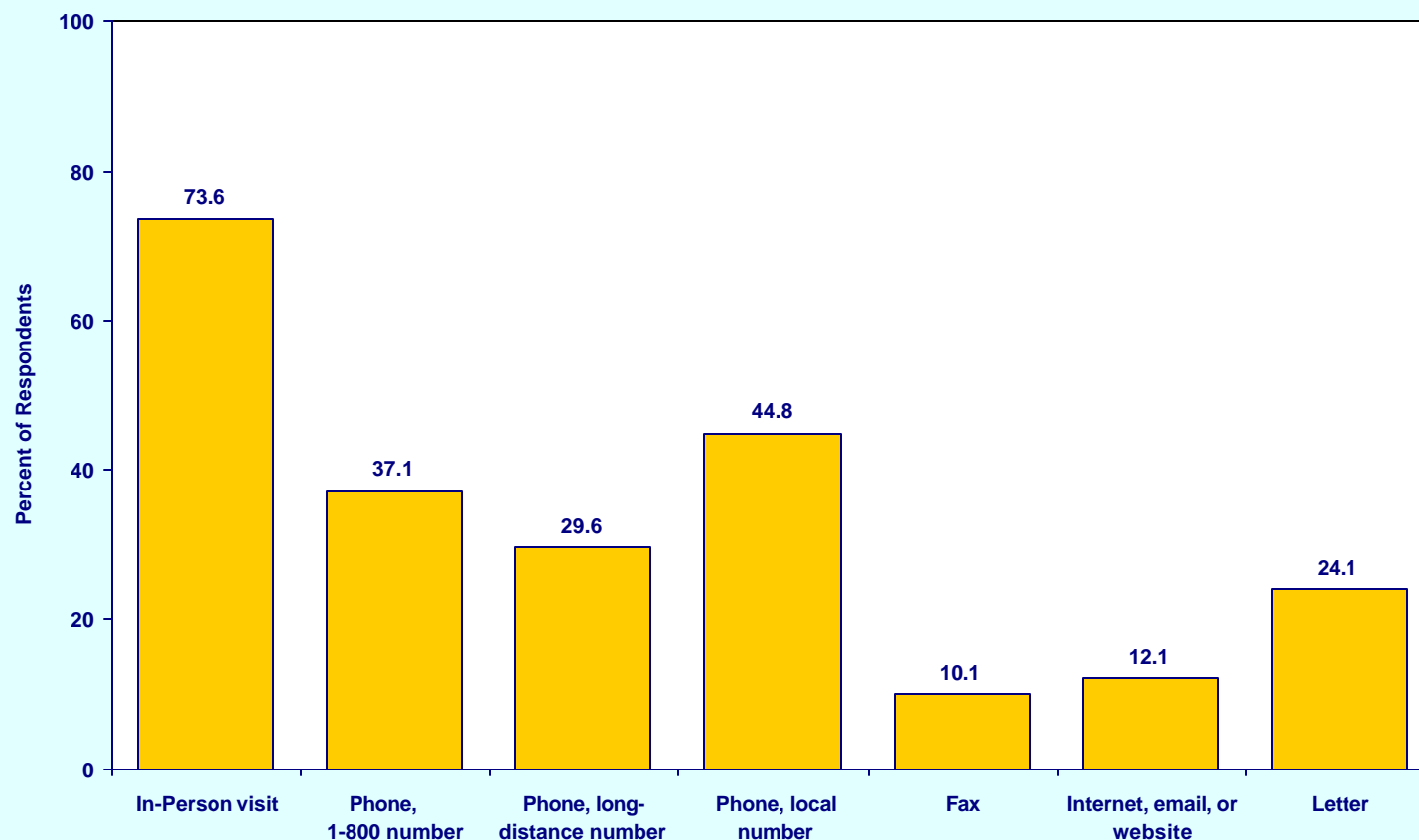
Survey Findings:
Access to the VR&E Program

Access to the VR&E Program

69

Question 61:

Looking back to your contacts with the VR&E program thus far, which methods of contact did you EVER use?

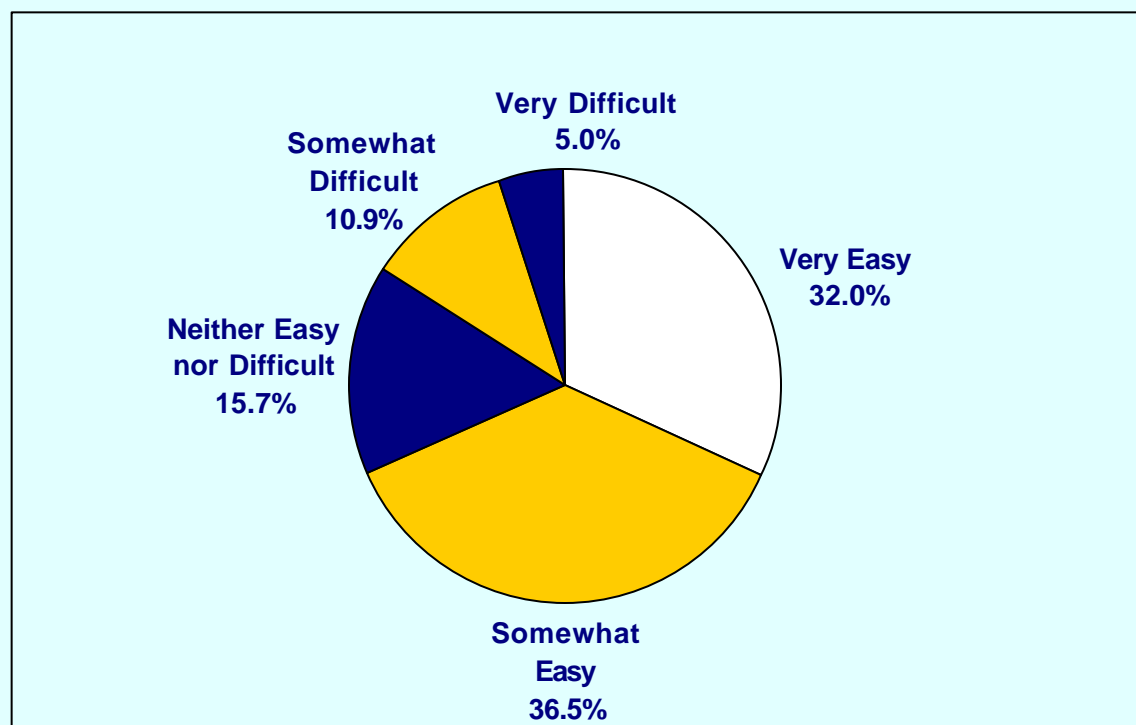


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=2932

Question 62:

In general, how easy was it for you to obtain information from the VR&E program?



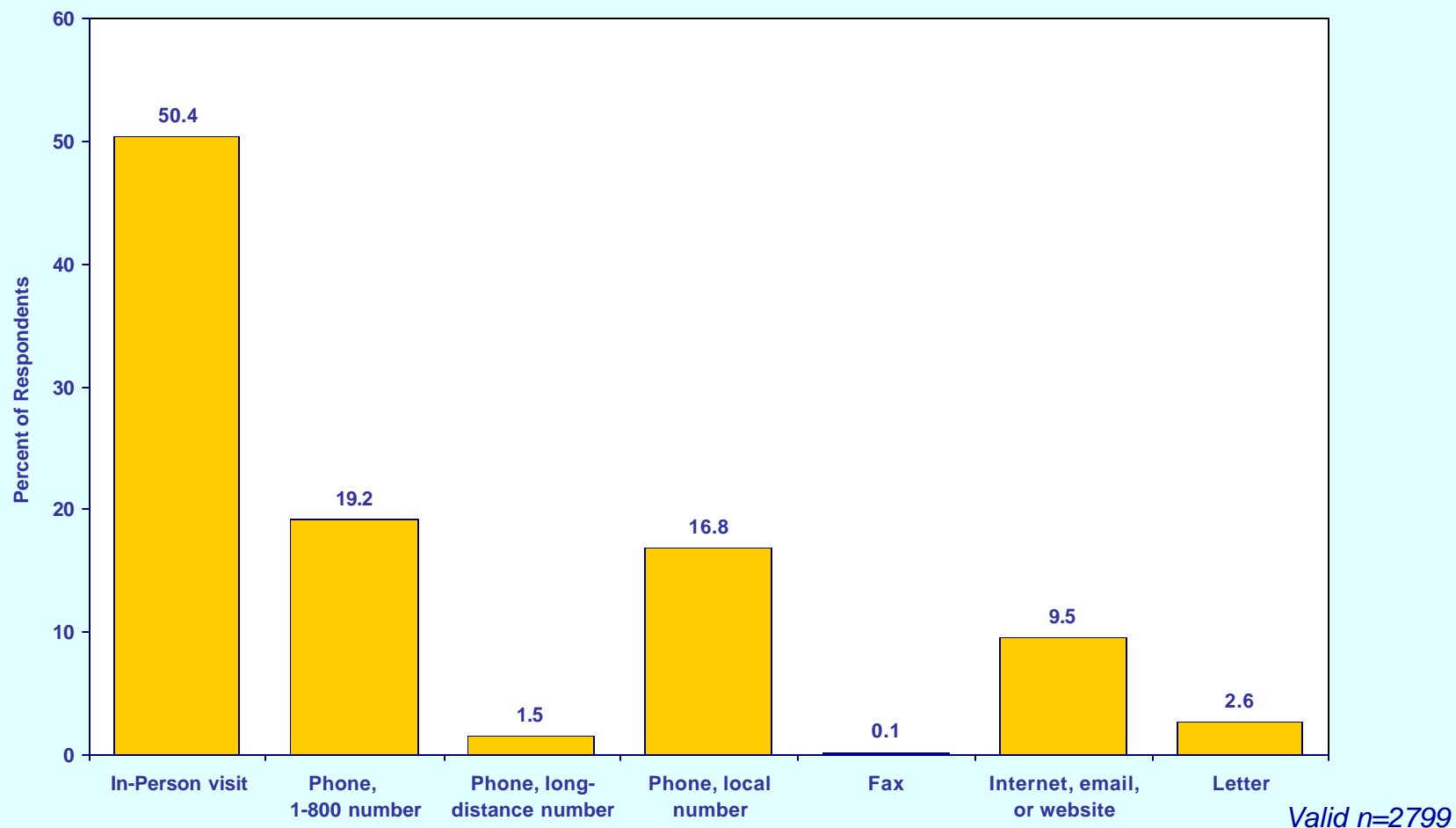
Valid n=2945

Access to the VR&E Program

71

Question 63:

Which method of contact with the VR&E program would you prefer, if you could get the same degree of service?



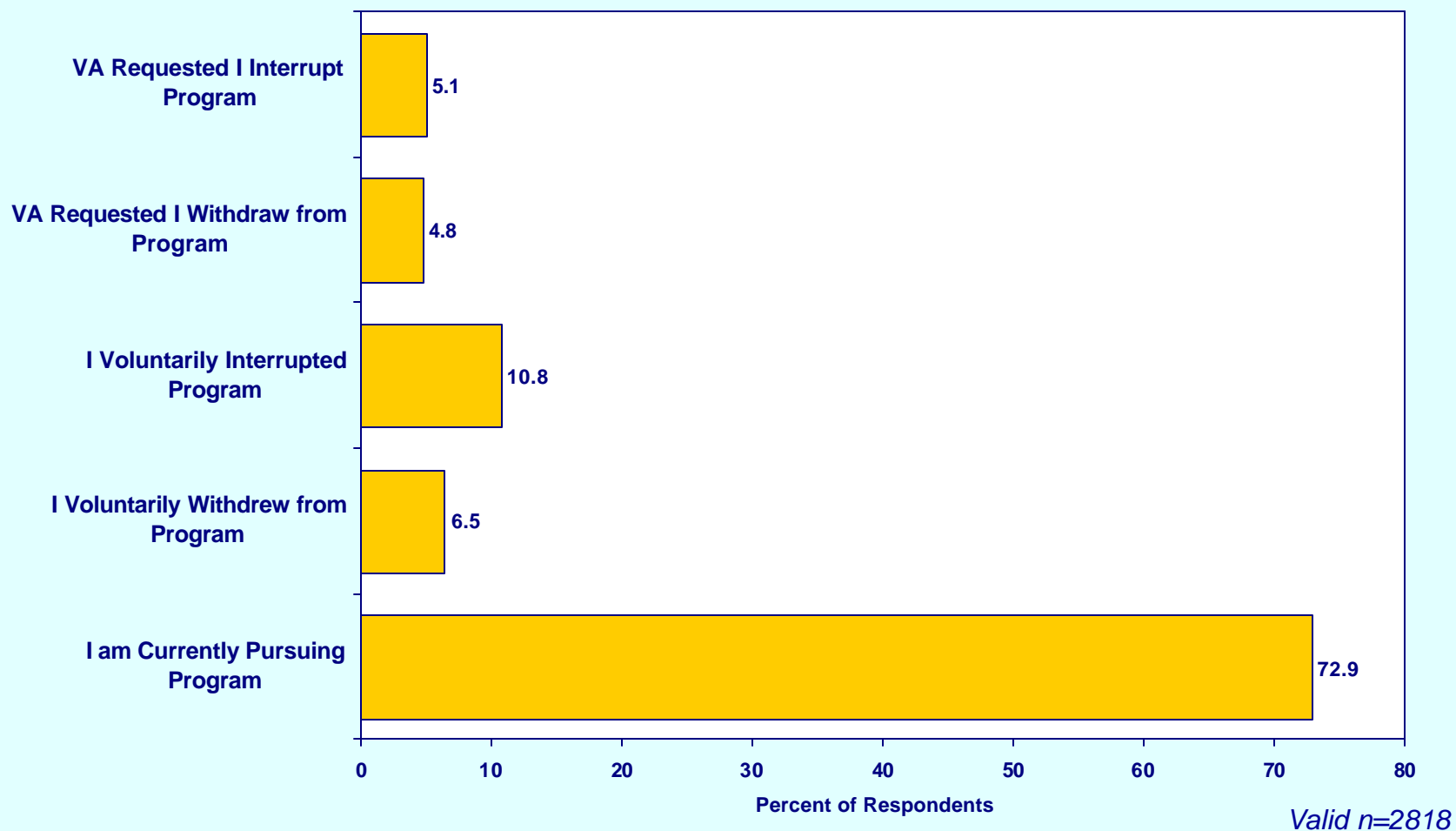
Survey Findings:
Current Status in the VR&E Program

Current Status in the VR&E Program

73

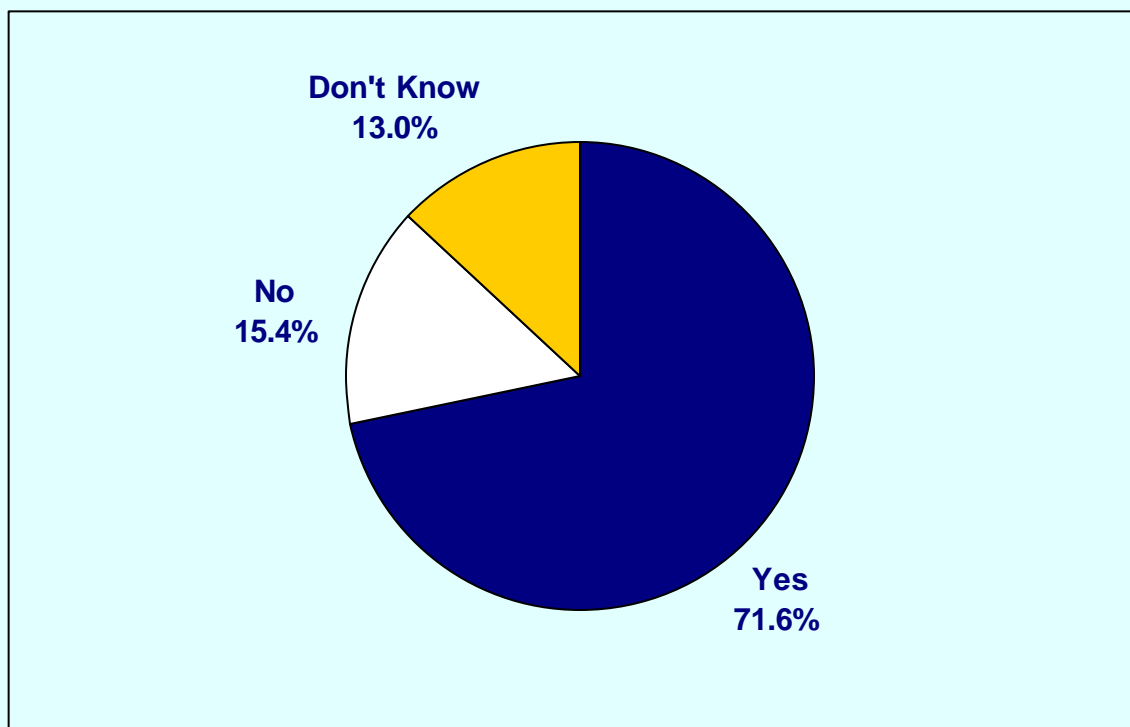
Question 64:

How would you best describe your **CURRENT** status with regard to the VA VR&E program?



Question 65:

Did VA tell you the reasons why you were interrupted or withdrawn from the program?



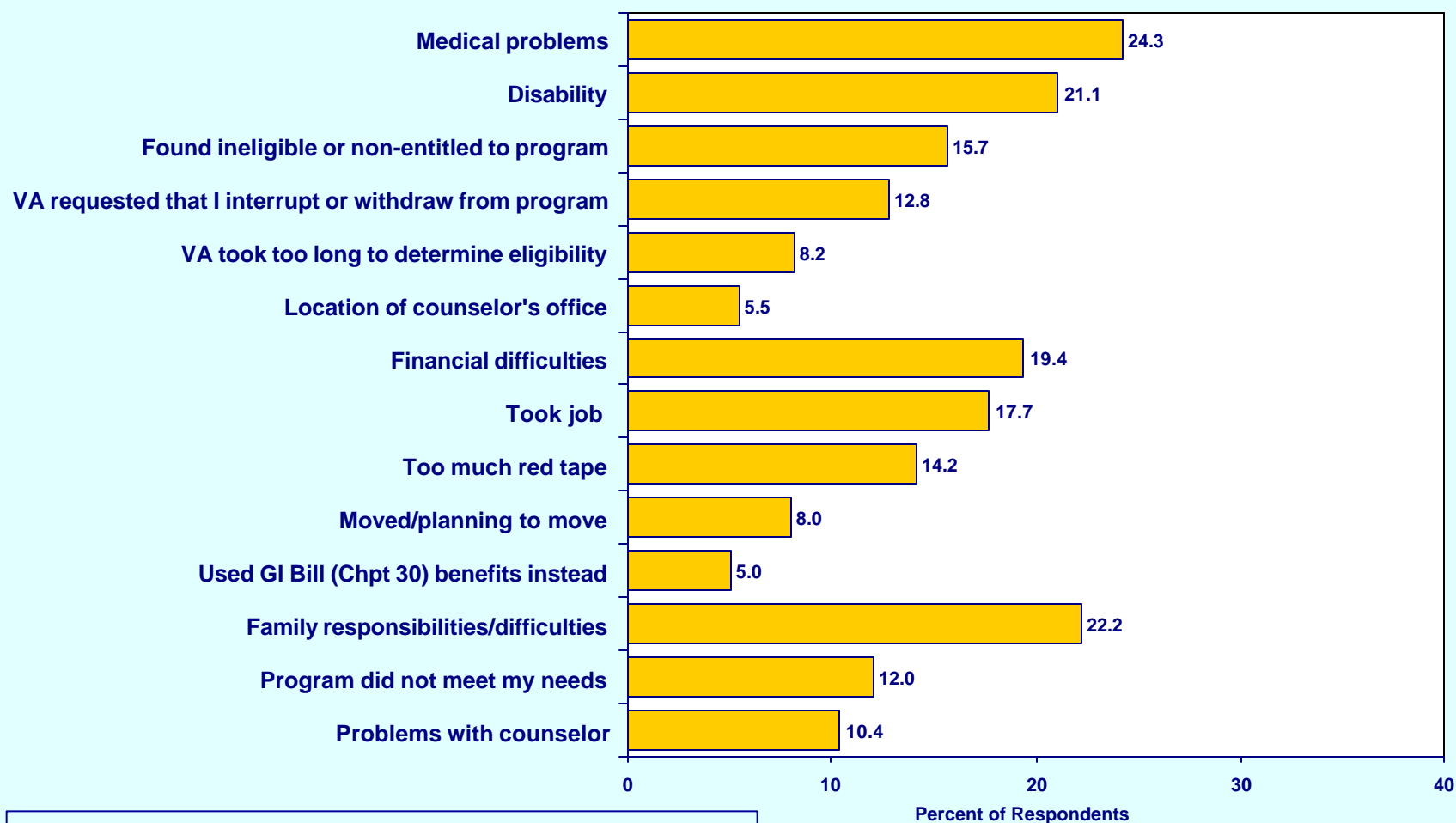
Valid n=321

Current Status in the VR&E Program

75

Question 66:

Why did you interrupt or withdraw from the VA VR&E program?

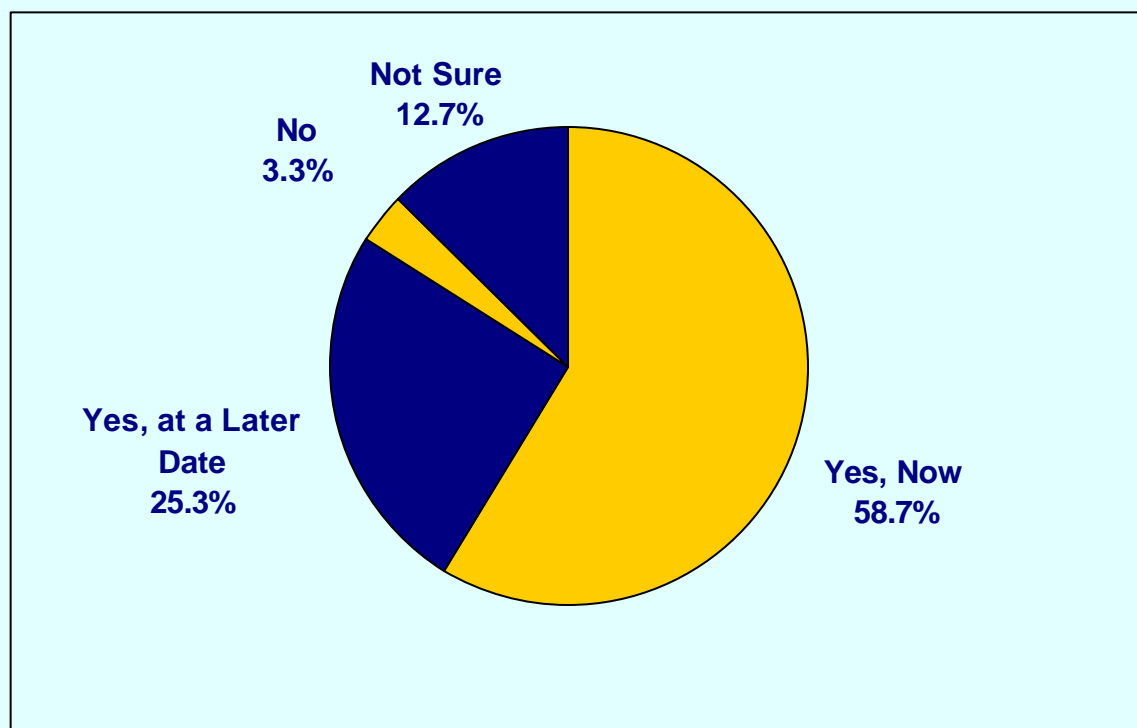


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=787

Question 67:

Do you plan to complete your rehabilitation program now or at some later date?



Valid n=2853

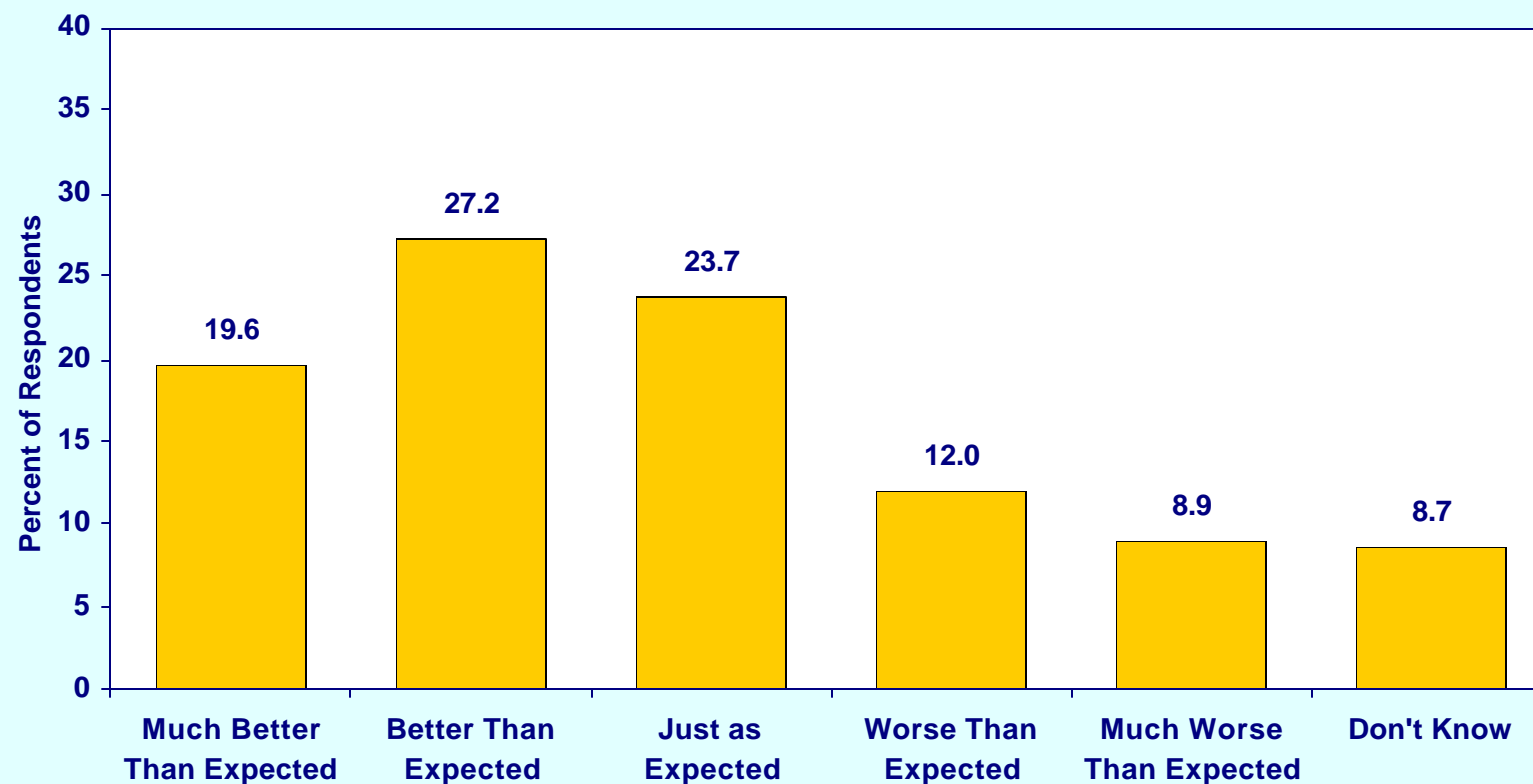
Overall Program Impressions

Overall Program Impressions

78

Question 68:

Thus far, how well has the program met your expectations?



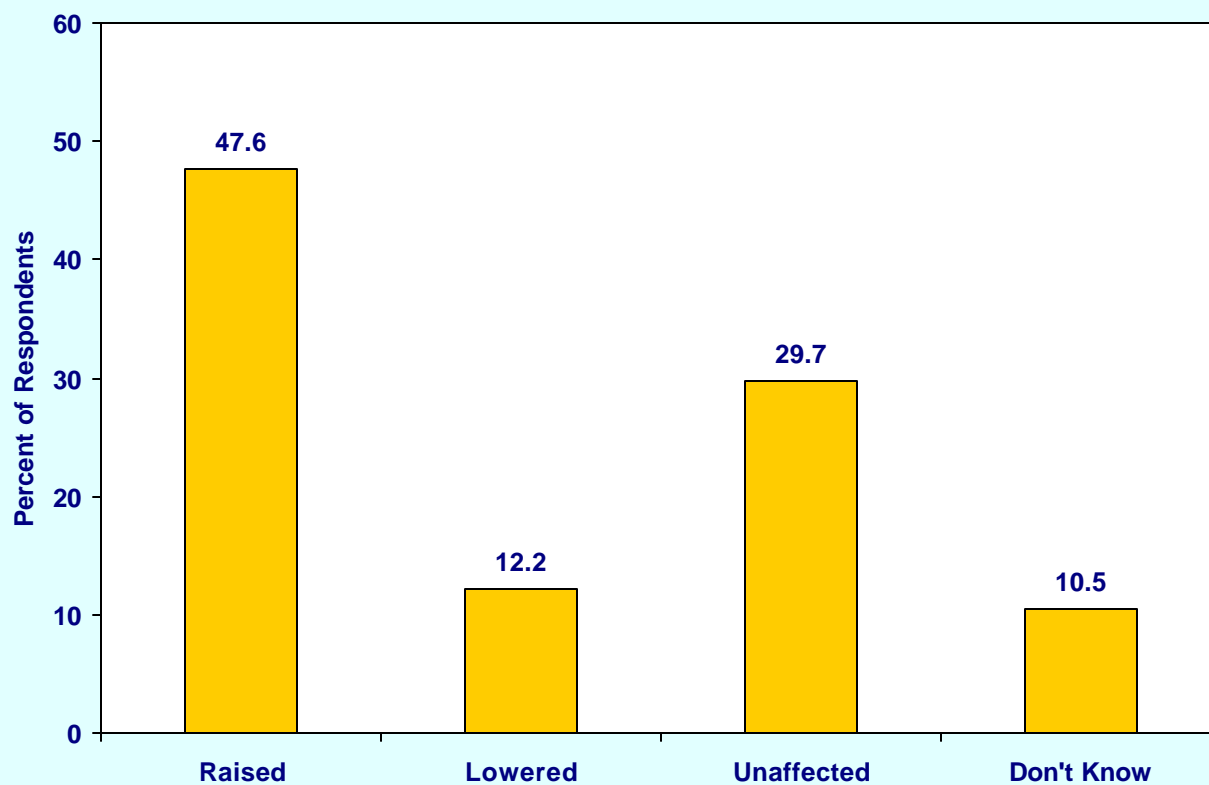
Valid n=2924

Overall Program Impressions

79

Question 69:

Have your EDUCATIONAL goals been raised, lowered, or unaffected as a result of your interaction with the VR&E program?



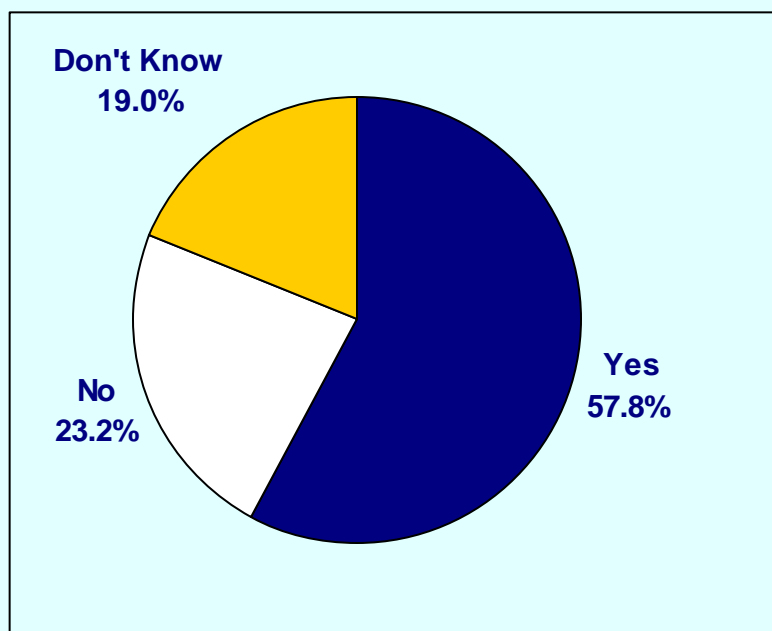
Valid n=2936

Overall Program Impressions

80

Question 70:

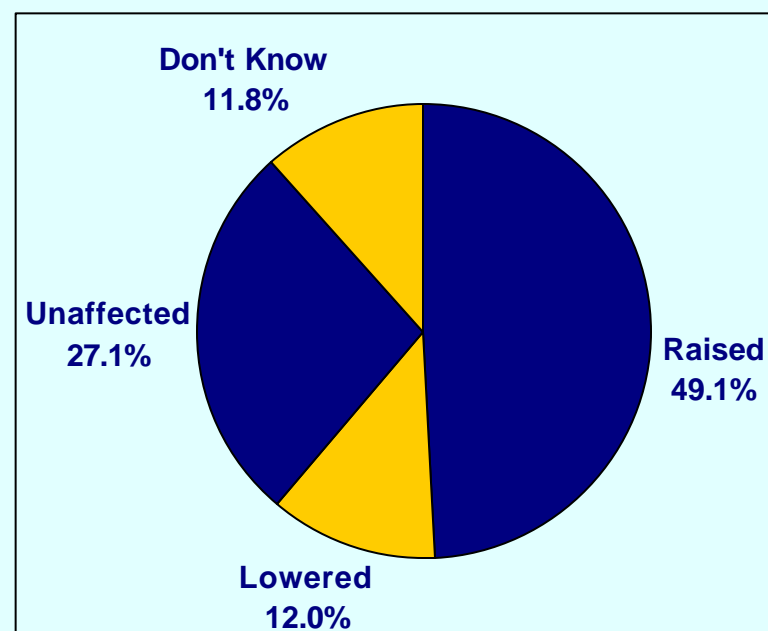
Are your educational goals more realistic as a result of the program?



Valid n=2926

Question 71:

Have your CAREER goals been raised, lowered, or unaffected as a result of your interaction with the VR&E program?



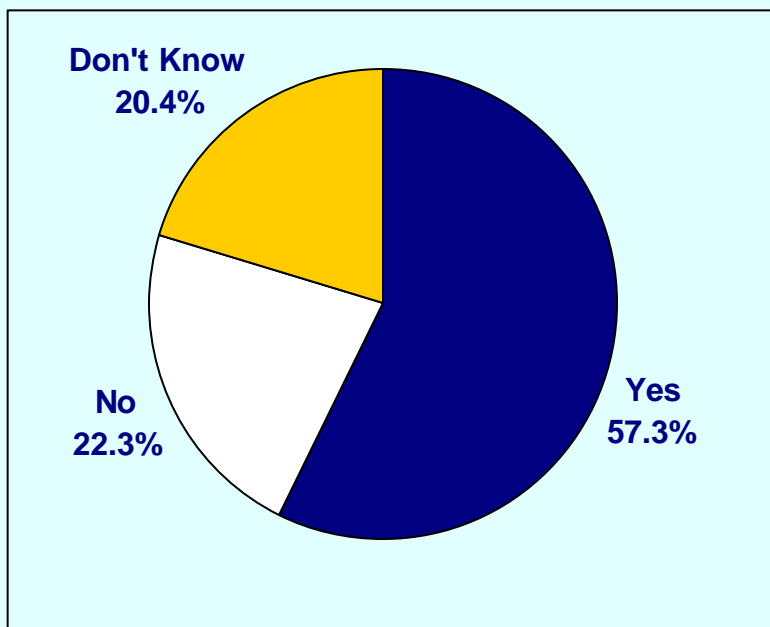
Valid n=2935

Overall Program Impressions

81

Question 72:

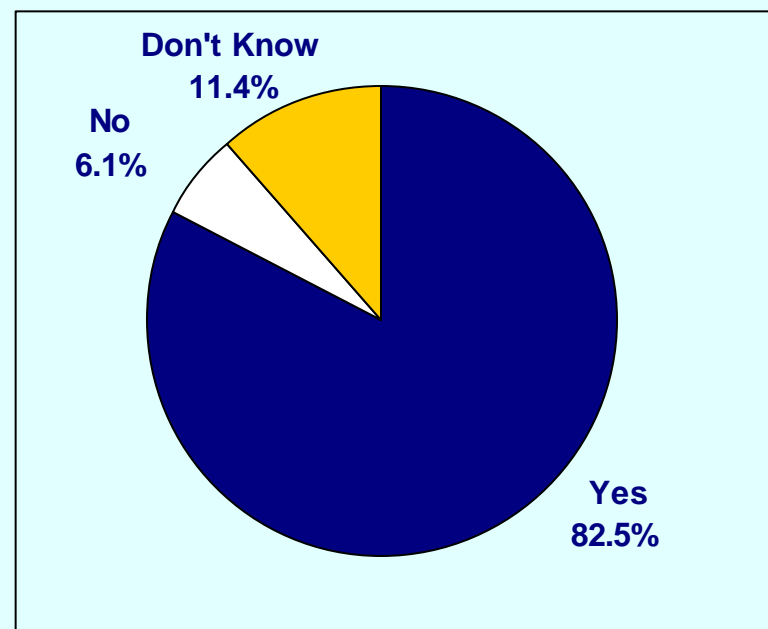
Are your career goals more realistic as a result of the program?



Valid n=2917

Question 73:

Would you recommend this program to other disabled veterans?

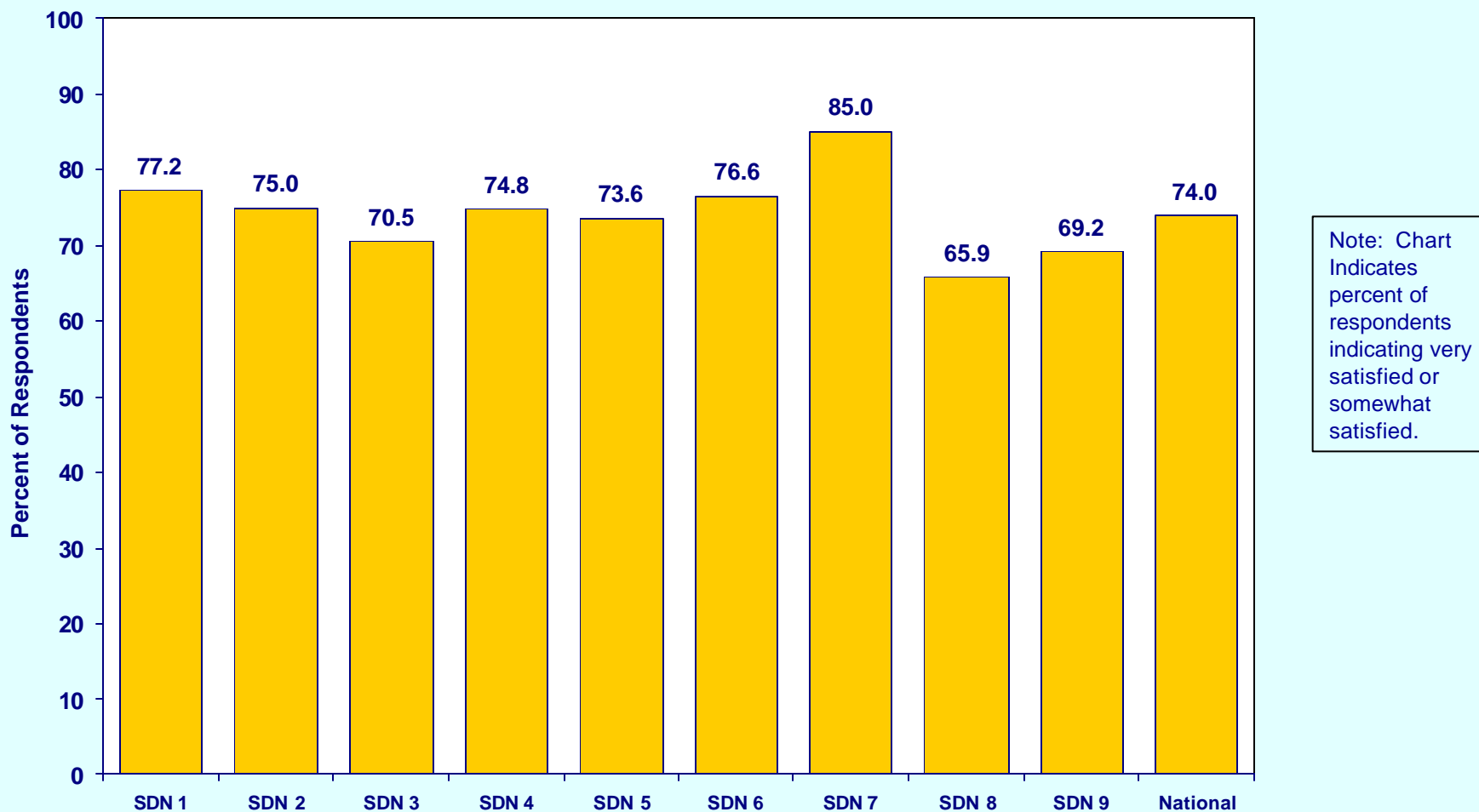


Valid n=2921

Overall Program Impressions: Overall Satisfaction by SDN

82

Question 39 by Service Delivery Network (SDN):
Satisfaction with the way the vocational rehabilitation EVALUATION process was handled
for each regional office.

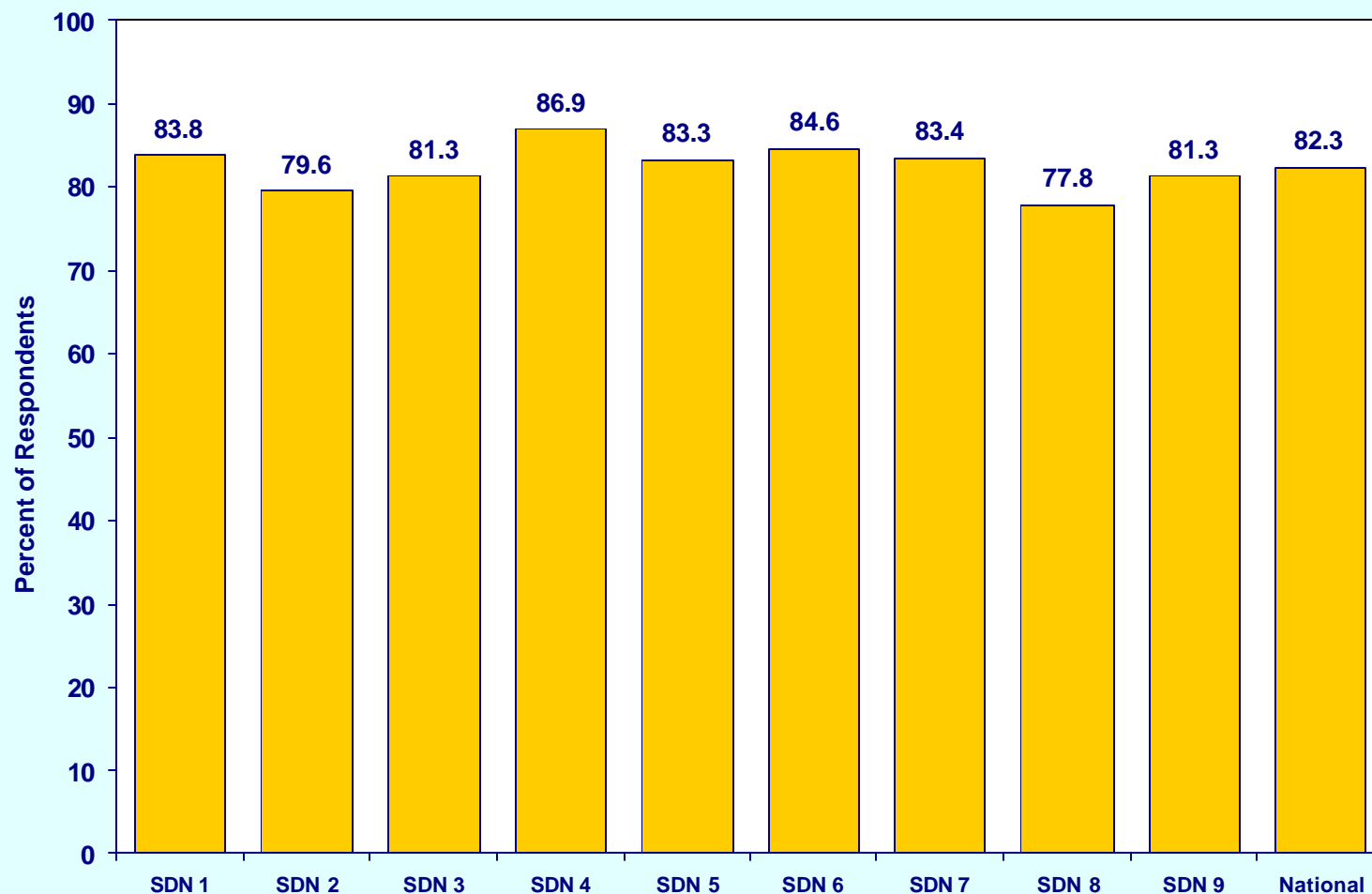


Overall Program Impressions: Overall Satisfaction by SDN

83

Question 60 by Service Delivery Network (SDN):

Satisfaction with the way the vocational rehabilitation PLAN of services was developed or is being developed for each regional office.



Note: Chart Indicates percent of respondents indicating very satisfied or somewhat satisfied.

Appendix B: Survey Methodology

Mailing Protocol

- The survey mailing protocol consisted of five mailings to veterans randomly selected into the survey sample. These five mailings included: 1) a prenotification letter informing selected participants that they should expect to receive a mailed survey questionnaire; 2) the questionnaire, including a cover letter and standard return envelope; 3) a reminder/thank-you postcard; 4) a second questionnaire mailed to those who had not yet responded, along with a cover letter and standard return envelope; 5) a second reminder/thank-you postcard. Examples of these materials appear in Appendix B.
- All mailing materials were sent bearing the VBA seal, and the cover and prenotification letters included a signature from Joseph Thompson, VBA Under Secretary for Benefits. Each questionnaire mailout contained the cover letter on VBA letterhead, a questionnaire, and a pre-posted envelope. Toll-free numbers for both Caliber Associates and VBA were included on the cover letters to assist respondents with questions regarding the survey.
- The mailings took place on the dates indicated in the table below.

Mail Survey Schedule	
Prenotification Letter	October 17, 2000
First Questionnaire	October 24, 2000
First Reminder Postcard	October 31, 2000
Second Questionnaire	November 21, 2000
Second Reminder Postcard	November 28, 2000
Fieldwork Completed	December 15, 2000

Mailing Protocol (continued)

- The distribution of mail-outs overall (nationally) and by SDN is presented in the table below.

Mailouts	
Service Delivery Network	Evaluation and Planning Phase (EP)
SDN #1	588
SDN #2	689
SDN #3	683
SDN #4	688
SDN #5	706
SDN #6	677
SDN #7	673
SDN #8	672
SDN #9	689
Overall: National	6,065

Response Rates

- The Evaluation and Planning survey was expected to yield approximately 3,639 completed questionnaires across the nine VBA Service Delivery Networks, resulting in a 60% response rate.
- The response rate is calculated by dividing the number of completed questionnaires by the number of eligible questionnaires. Generally, a response rate of 70 percent or more is considered excellent, 60 to 69 percent is considered very good, 50 to 59 percent is considered good, 40 to 49 percent is considered fair, and any response rate less than 40 percent is considered poor. Without further information, data derived from a survey with a response rate of less than 50 percent should be interpreted with caution.
- Eligible questionnaires are those which were returned completed, those which were not returned, or those which were returned blank or incomplete.
- Ineligible questionnaires are those which were returned undeliverable or those which were returned with an indication that the recipient was deceased or unable to complete the questionnaire.

Response Rates (continued)

- The overall (national) response rate, and response rates by SDN are presented in the table below.

Response Rates	
Service Delivery Network	Evaluation and Planning Phase (EP)
SDN #1	57.8%
SDN #2	50.4%
SDN #3	55.3%
SDN #4	53.0%
SDN #5	57.0%
SDN #6	54.3%
SDN #7	54.0%
SDN #8	56.1%
SDN #9	54.5%
Overall: National	54.7%